

Annual Report  
- 2016 -



Ronald McDonald  
House Charities®  
Singapore

Keeping families close



RMHC Singapore acknowledges  
the support of its key partner



Ronald McDonald  
House Charities®  
Singapore

Keeping families close

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National University Hospital, Main Building Level 4  
Singapore 119074

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# Keeping Families Close

We believe that when a child is hospitalised, a family's love and support is as powerful as the strongest medicine prescribed. Families are stronger when they are together, helping with the overall healing process.



## RONALD McDONALD HOUSE CHARITIES

Ronald McDonald House Charities (RMHC) Singapore is a local chapter of the international Ronald McDonald House charities. It was originally established in 1984 in memory of McDonald's Corporation founder, Ray Kroc, who was a strong advocate for children. RMHC Singapore's inception was in 1989.

## OUR MISSION

RMHC Singapore is an independently administered charity on a simple mission to create, find and support programmes that directly improve the health and wellbeing of children.

## OUR VISION

RMHC Singapore seeks to be a leader amongst private charities helping children and their families in the Singapore community.

## OUR CORE VALUES

- Focusing on the critical needs of children
- Celebrating the diversity of the programmes we offer, and the staff, volunteers, donors and supporters that make it possible
- Staying true to our heritage of responsible stewardship
- Operating with accountability and transparency



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By providing a diversity of programmes with a family-centered approach, RMHC Singapore strives to be a part of the solution in improving the lives of children and their families, and strengthening families during difficult times.

## NCSS Membership

RMHC Singapore has been a full member of the National Council of Social Services (NCSS) since 1 November 2013. Our partnership with NCSS has been fruitful in helping us foster new partnerships with other agencies in the social service sector in Singapore especially through our grant-making programme.



# PRESIDENT'S MESSAGE

.....

**WE HAVE BEEN ABLE TO GROW FROM STRENGTH TO STRENGTH TO HELP MORE FAMILIES IN NEED BECAUSE OF YOUR SUPPORT.**

.....

Dear Friends of RMHC Singapore,

The theme for our annual report – Keeping Hope Alive, Together – aptly summarises the year for Ronald McDonald House Charities (RMHC).

As an independently administered charity on a simple mission to directly improve the health and well-being of children in Singapore, through the collective strength of our partners, donors, staff and volunteers that enables us to keep hope alive for families.

In 2016, we continued to ensure Ronald McDonald House and Ronald McDonald Family Room at the National University Hospital (NUH), were running at optimal efficiency and capacity, in order to help more families stay close to their children receiving medical treatment at NUH. Collectively, we served over 126 families at the Ronald McDonald House and 667 families at the Ronald McDonald Family Room, in a ‘house that love built’.

As you flip the pages of this annual report, you will read about the efforts and activities in the past year to help better the lives of children in

Singapore. A key highlight was the fundraising Gala Dinner in November 2016, which raised SGD257,130.

We are now gearing up for a new Family Room at the Institute of Mental Health. While planning works took a little longer than expected, we anticipate to be up and running before the close of 2017. We are thankful to have IMH on board as a partner and we hope to work with other likeminded institutions to help children stay close to their families during their times of medical needs.

With our impending expanded operations, we will need more volunteers and we appeal to those who are keen, to visit our website to find out more.

Our full-time staff has also expanded from three persons to four – Meem, Nonie, Leonard and our latest addition Mano work together with our team of part-time staff, have been critical in ensuring our day-to-day operations run like clockwork.

We are also thankful for our 13-member strong RMHC Board and the committee members who have been volunteering their time to help

us further our cause.

Most of all, we take this opportunity to thank the support of all our friends of RMHC, who have donated time, money, expertise and in-kind donations to the Charity. It is YOUR support that has enabled RMHC to help better the lives of children and keeping hope alive, together.

*Pamela Tor Das*  
President, RMHC Singapore

# OUR GOVERNANCE & BOARD

- Ronald McDonald House Charities (RMHC) Singapore focuses on the critical needs of children and celebrates the development and implementation of diverse programmes that are made possible by our staff, volunteers and donors. For us, responsible stewardship, operating with accountability and transparency is paramount.
- RMHC Singapore is a private charity registered under the Societies Act and not an Institution of a Public Character (IPC). We abide strictly to the corporate governance code set by RMHC Global and the local Singapore charity council. Our finances are independently audited every year in accordance with local regulations.
- RMHC Singapore maintains a Conflicts of Interest Policy applicable to all board and committee members as well as all staff members. The purpose of the policy is to protect the interest of RMHC Singapore when it is entering a transaction or arrangement that might benefit the private interest of an officer or board member of RMHC Singapore, or any other interested persons. In maintaining prudent oversight of our reserve funds, RMHC Singapore ensures that donated funds are used in areas that are in accordance with our mission i.e. to create, find and support programmes that directly improve the health and well-being of children whilst consistently building and maintaining adequate spendable reserves to keep the Charity's cause as a going concern.
- RMHC Singapore carries a surplus of funds no greater than three (3) times its previous year of Operating Expenses in unrestricted accounts. It also holds funds in a restricted account for specific purposes.

## BOARD OF DIRECTORS

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**Ms Pamela Tor Das**  
President, RMHC  
Director  
(Ninemer Public Relations Pte Ltd)



**Mr Timothy Koh**  
Vice President, RMHC  
Director Asia Pacific HR, Head of Asia Pacific Policy, Risk and Controls  
(Credit Suisse AG)



**Ms Amita Dutt**  
Secretary, RMHC  
(Partner,  
RHT Law Taylor Wessing)



**Mr Lim Tze Chern**  
Treasurer, RMHC  
Executive Director  
(Nomura Singapore Limited)



BOARD MEMBERS



**Mr Manish Yadav**  
Corporate Vice President  
International Developmental  
Licensing, Franchising and  
Business Counsel  
McD APMEA Franchising Pte Ltd



**Ms Linda Ming**  
Director  
Communications  
McDonald's Corporation



**Mr Robert Hunghanfoo**  
Managing Director  
(up till 30 Nov 2016)  
McDonald's Restaurants Pte Ltd



**Ms Andrea Noel Friedman**  
Board Member  
(September 2014 to date)



**Associate Professor  
Stacey Tay**  
Head and Senior Consultant  
Paediatric Neurology, National  
University Hospital



**Mr Chan Whee Peng**  
General Manager  
Social Service Office@Bukit Merah  
and Social Service Office@Kreta Ayer



**Mr Keyo Soo Earn**  
Regional Managing Partner  
Financial Advisory, Southeast Asia  
Deloitte & Touche LLP



**Ms Diana Ser Siew Yen**  
Managing Director  
Diana Ser Communications Pte Ltd



**Ms Tay Lay Peng**  
Senior Director - Finance  
McDonald's Restaurants Pte Ltd



OUR FAMILIES  
SHAPE US



MOTHER: THAM MAY YIN  
DAUGHTER: VERA LAU YEN LIN

AT OUR MOST  
EMOTIONALLY  
TRYING TIME, WE  
HAD A "BASE CAMP"  
TO RETREAT TO,  
FOOD WE COULD  
HELP OURSELVES  
TO AND MOST  
IMPORTANTLY A  
BED TO GET PROPER  
SLEEP. ALL THIS AT  
NO COST.

Having your child warded in an Intensive Care Unit (ICU) is probably one of the most stressful periods in a parent's journey. If your child needs to be here, it is likely because he or she is seriously ill. For parents, it's a harrowing roller coaster ride. One day your child is happy at home, the next moment he or she is admitted to a regular ward. Suddenly, things escalate and your child struggles to breathe.

Your child is rushed to ICU, and undergoes an emergency procedure to connect them to a ventilator that breathes for them. Heavily sedated, they can't respond to you. Fear, uncertainty, confusion, gut-wrenching pain - all these emotions hit you all at once. Because you face the real possibility of losing the child you've given life to. In such a situation, you don't think about leaving your child's side. You'll curl up and sleep fitfully in the chair next to your child. You lose your appetite. And weight. You burn out. You fall sick. Which is why the first time I stepped into the Ronald McDonald Family Room just outside the NUH ICU, I just sat on the couch and broke down.

After a mad week starting with round-the-clock suctioning at home to Vera landing in the ICU, I was a stressed-outball of nerves. Being welcomed into an inviting family room gave me the much needed regular respite from the battle I was mentally fighting with her in ICU.

My husband Ian and I went on to spend nights sleeping on this couch. One morning, when doctors called to inform us that Vera's condition had

suddenly worsened, we could rush to her side in less than a minute.

When doctors prepared us for the worst, we were lucky to be offered a room at the Ronald McDonald House. At our most emotionally trying time, we had a "base camp" to retreat to, food we could help ourselves to and most importantly a bed to get proper sleep. All this at no cost.

It felt like a 'mini holiday' for Ian and I, at a time when we needed it most. There's even a kid's room, so parents' other children can be kept occupied. Before staying in the Ronald McDonald House, I was unaware that there are parents who stay by their young child's side for MONTHS on end - basically living everyday life in a hospital.

Thanks to donors of the Ronald McDonald House Charities, ranging from organizations to individuals, we parents get tangible support for us to soldier on and care for ourselves and our children.

Volunteers, security officers, cleaners help to upkeep the house, much like the work needed to maintain a motel. Funds are needed to repair or replace equipment and facilities, and to stock the kitchen.

So the next time you see a box at the counter when ordering McDonald's, you know your change is going towards supporting families facing their child's medical crisis. To donate in cash or in kind or volunteer, visit [www.rmhc.org.sg](http://www.rmhc.org.sg) or email [contact@rmhc.org.sg](mailto:contact@rmhc.org.sg).



# OUR FAMILIES SHAPE US



We have a daughter named Syifaa Yasyaa. She is 2 years old and suffers from multiple organ disorder and muscle delay. She is frequently admitted into NUH (Paeds ICU) due to major complications and this would last 4 to 8 weeks. On top of this, we have another 3 girls aged 5, 9 and 10.

Our story goes like this. When Syifaa was first admitted in April 2015, it was the hardest time for my family and I. Schooling for my daughters and my work was affected as I often had to apply urgent leave. Our worry and concern was how to handle all these major issues. We had to stay by our daughter's side at all times and the siblings needed to go to school.

Syifaa was admitted for the second time in August 2015. At that time, we knew nothing about Ronald McDonald House (RMH). We only passed by the glass door daily. A few days after Syifaa's admission, one of the nurses approached us and said that we had been given a room at RMH. It was a surprise to us when we saw the room. From there, we managed to plan our time and the ability to cope with our hard situation. Not only that, this gave us the strength to make a strong decision for Syifaa. We proceeded with the operations that the doctors recommended.

RMH is not just a place to stay and sleep for us but meals were also taken care of. As parents, we wanted to be by our sick daughter at all times. The

proper sleep, meals and carers at RMH kept us going. We have warm memories of the RMH staff, security, volunteers and part-timers. They are all caring and loving people and a special friendship soon formed amongst us. Brother Deepan is a volunteer who always took care of my daughters by attending to their needs until my daughters called him "Ane Deepan" (meaning brother). And there's sister Abirami who always plays and teaches them in school matters, as well as brother Mano, always humble, smiling and greeting us; and brother Leonard, who despite his busy schedule, was always supporting and encouraging us. He even introduced his girlfriend who handmade souvenirs for my daughters. Not forgetting the loving couple-volunteers, brother Pat and sister Antonia, who were very entertaining. My daughters loved Antonia whom they called "Kakak Strawberry". The best security ever is sister Jothy. Not only a security in RMH but a loving and caring person to my family especially to my second daughter. Lastly Madam Meem who's generous and always buying chocolates for my daughters. She would talk to us and give us motivational support. We felt blessed being with all these people surrounding us.

RMH had really made our time more stress-free during my daughter's admission. Without RMH, staff and volunteers, we would not have been able to cope.

.....  
**"WE HAVE WARM MEMORIES OF THE RMH STAFF, SECURITY, VOLUNTEERS AND PART-TIMERS. THEY ARE ALL CARING AND LOVING PEOPLE AND A SPECIAL FRIENDSHIP SOON FORMED AMONGST US."**  
 .....

## OUR CORE PROGRAMMES DEFINE US

# RONALD McDONALD HOUSE @ NUH

Our "house that love built" Ronald McDonald House @ NUH has been serving families of children receiving treatment at the National University Hospital (NUH) for the last 4 years.

The Ronald McDonald House ran at near full capacity throughout 2015



### The RMH ran at full capacity throughout the year 2016

Occupancy based on 4 bedrooms	2014	2015	2016
Number of Families Served	125	119	126
Nights of Accommodation	1,398	1,442	1,411
Number of Families Turned Away	40	34	48
Waitlist Room Nights	411	385	420
Occupancy Rate	96%	99%	96%
Average Stay Per Family	11 days	12 days	11 days

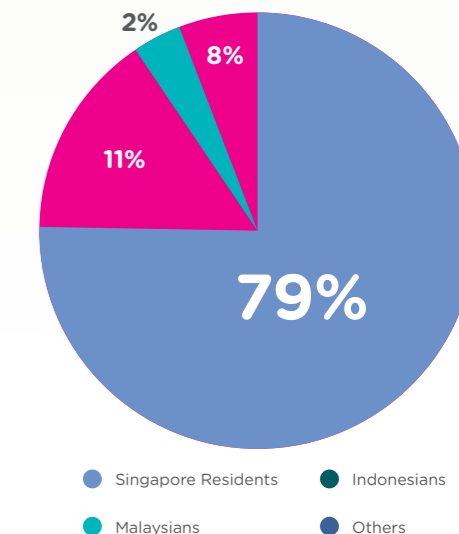
The House has provided a total of

**5,509** nights' accommodation for **448** families over the last 4 years.

Families came from all over the world, with Singapore citizens and permanent residents making up

**82%** of the occupancy.

### Nationalities of RMH Guests in 2016



### Meals to Bond

Total of 467 Meals served since Jan 2013

**141 LUNCHES**  
**121 AFTERNOON TEAS**  
**205 DINNERS**

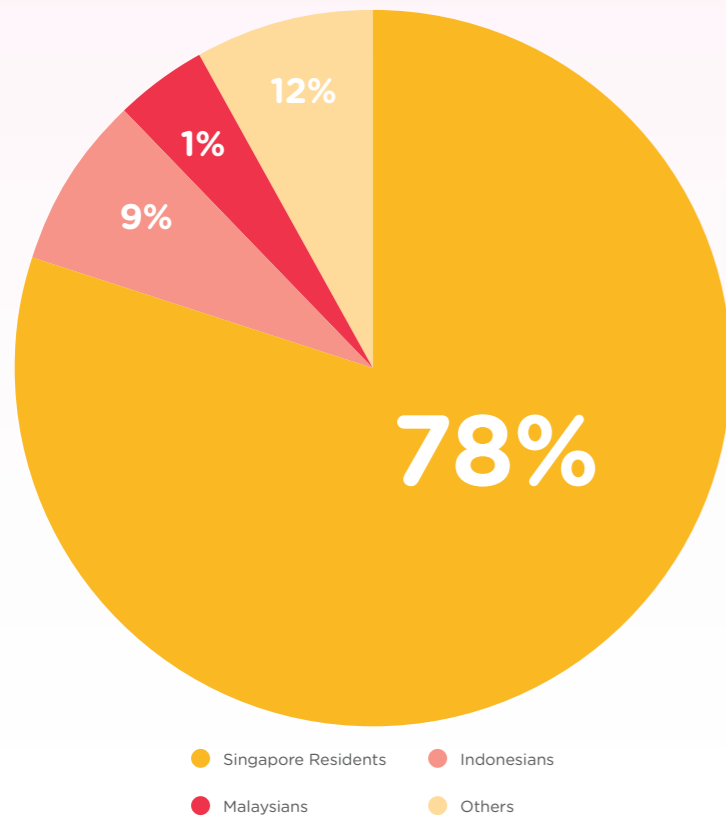
OUR CORE PROGRAMMES DEFINE US

# RONALD McDONALD FAMILY ROOM @ NUH



OPEN SINCE 2 NOVEMBER 2015

Nationalities of RMFR@NUH Guests in 2016



- KITCHEN AREA EQUIPPED WITH A FRIDGE, MICROWAVE OVENS AND WATER DISPENSER, WITH A VARIETY OF SNACKS AND BEVERAGES PROVIDED
- SHOWER FACILITIES WITH CLEAN TOWELS AND BASIC TOILETRIES PROVIDED
- SEATING AREAS TO DINE, READ OR WATCH TELEVISION
- RESTING CORNER TO RELAX, NAP AND RECUPERATE
- INTERNET ACCESS

MISSION IMPACT FROM JANUARY - DECEMBER 2016 OPERATION:

**667 FAMILIES SERVED**

**1278 REGISTERED FAMILY MEMBERS SERVED**

**5 DAYS WAS THE AVERAGE LENGTH OF USE PER FAMILY MEMBER**



OUR CORE PROGRAMMES DEFINE US

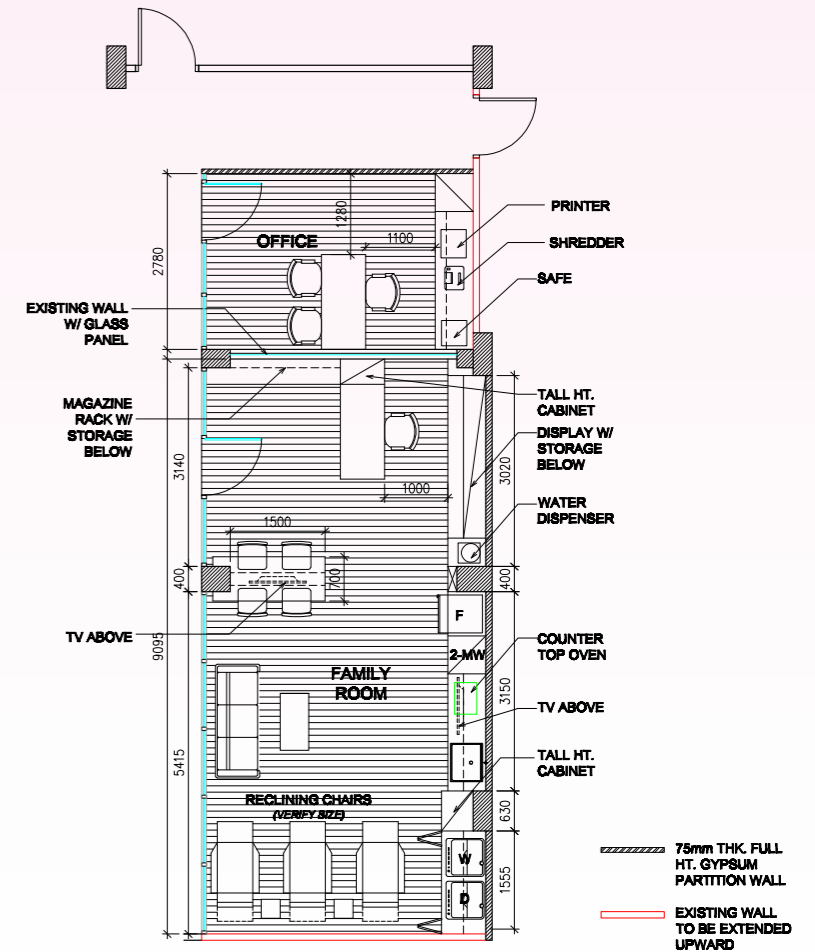
# RONALD McDONALD FAMILY ROOM @ IMH

OPERATIONAL IN OCTOBER 2017

**PROMOTING POSITIVE MENTAL HEALTH HAS BEEN OUR FOCUS IN OUR PURSUIT TO CREATE, FIND AND SUPPORT PROGRAMMES THAT DIRECTLY IMPROVE THE OVERALL WELL-BEING OF CHILDREN AND ADOLESCENTS.**

We are very pleased to partner with the Institute of Mental Health (IMH), the only gazetted psychiatric hospital in Singapore designated as a "Place of Safety" for children and adolescents who require in-patient psychiatric evaluation and management. A Ronald McDonald Family Room will commence works in September 2017 within the IMH paediatric wing to provide families of children and youth receiving treatment a place to rest in between visiting hours.

Clearly, our collaborative partnership with IMH seeks not only to fill a service gap but also create a positive impact on the quality of care for IMH young patients and their families.







OUR CORE PROGRAMMES DEFINE US

# GRANT-MAKING PROGRAMME

UPDATES FROM OUR SECOND GRANT CALL

Our Grant-Making Programme introduced in 2014 contributed \$520,000 to drive worthy initiatives at the National University Hospital (NUH), KK Women's and Children's Hospital (KKH), Institute of Mental Health (IMH) and the Cerebral Palsy Alliance Singapore (CPAS). Over 1,000 children in Singapore are now enjoying better well-being through the grants because of your generous support.

**Khoo Teck Puat – National University Children's Medical Institute, National University Hospital**



**Projects awarded:**

- **Back to Sleep Programme:**  
Funded the required postural support sleep systems to help improve the sleep quality of children with multiple disabilities
- **Equipment Resource Library:**  
Funded a library of equipment for trial or short-term use by 76 children with special needs with an aim to help parents identify the appropriate, suitable device to be procured
- **Space Station Project:**  
Funded the creation of an immersive space station environment to decrease anxiety and fears and reduce the need for sedation of 56 children who need to undergo MRI scans

**Cerebral Palsy Alliance Singapore (CPAS)**



**Projects awarded:**

- **Feeding and Swallowing Clinic:**  
Funded devices to facilitate better and safer feeding experience for children with feeding and swallowing disorders



OUR COMMUNITY OUTREACH PROGRAMMES UNIFY US

It is our community partners, both individuals and corporations, who believe in what we do that has made it possible for us to reach out and brighten the lives of children seeking treatment at the National University Hospital

## Monthly Birthday Party @ Ward 47

A Birthday Party is held each month at the children's lounge of Paediatric Ward 47 of the National University Hospital (NUH) organised and facilitated by various sponsors throughout the year.



## Tubs of Love Programme

A baby bathtub filled with essential newborn layette items is given out to financially stricken mothers to help them get started and feel supported in the first few months of their child's life.



## Oncology Snack Packs

Children receiving oncology treatment at the Viva-University Children's Cancer Centre located at NUH Medical Centre continued to receive our snack packs for the 4th year.



## SPECIAL VISITS @ THE PAEDIATRIC WARDS

A Christmas Carol visit by the Singapore American School at the paediatric wards with Ronald playing the violin and students from the SAS RMHC Club singing along as carolers in December and on the same day, presents from the Canadian International School were distributed and the Marines from the US Embassy delivered toys to the children. What made it more fun, they brought along with them the "Storm Troopers" from the movie "Star Wars"!



CHAMPION & VOICE OF OUR CAUSE

# OUR VOLUNTEERS

VOLUNTEERS ARE THE HEART OF EVERY CHARITY AND WE DECIDED TO AWARD OUR BEST VOLUNTEERS MONTHLY.



MONTH OF MAY AND VOLUNTEER OF THE YEAR 2016: LEE HIN JIN



MONTH OF APRIL: PAULINE WELTEN



MONTH OF AUGUST: JENNIFER REID



MONTH OF JUNE: MARY PORTER



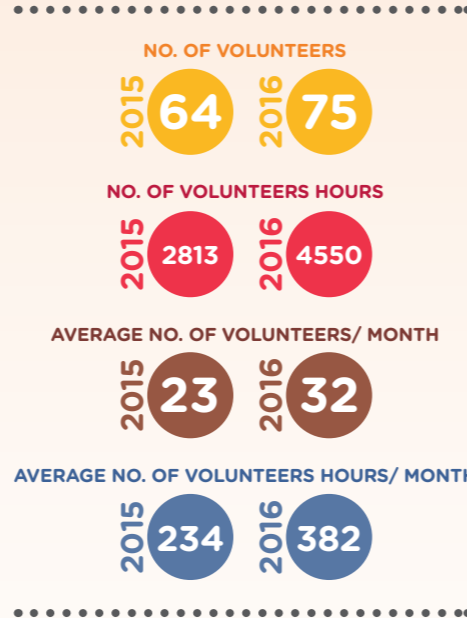
MONTH OF SEPTEMBER: DANA POOLE



MONTH OF JULY: SHIRLEY GOODARE



MONTH OF OCTOBER: KERRY DRIVER



MONTH OF NOVEMBER: CATHERINE BUTTERISS



MONTH OF DECEMBER: ANTONIA TAN

CHAMPION & VOICE OF OUR CAUSE

# OUR VOLUNTEERS



RMHC VOLUNTEER LEE HIN JIN

On 18 November 2016 Volunteer Appreciation Night was held at Goodwood Park Hotel and an eventful and fun night it was! Theme for the night was "Pyjamas" and we had 2 winners, Vivien Goh and Jean Teo. We also congratulated the monthly volunteers of 2016 and announced the Volunteer of the Year 2016 award that went to Lee Hin Jin.



## RMHC Singapore Facebook

18 October 2016 RMHC Singapore launched its Facebook. Follow us at <https://www.facebook.com/RMHCSG>





CHAMPION & VOICE OF OUR CAUSE - OUR FUNDRAISERS

# OUR FUNDRAISERS

.....  
 We are always grateful for any form of organic support in our community and the privilege of being the chosen beneficiary.

### CHIJ Katong

On 6 October 2016 in line with Children's Day, CHIJ Katong fundraised for RMHC Singapore by having their students purchase a 6cm x 6cm square watercolour paper and paint concentric circles on it (inspired by Kandinsky) which will then be in turn pasted together as a wall mural. A total of \$600.70 was raised.



### Stamford American International School

In December 2016 the 3rd Graders of Stamford American International School kicked off a "Giving Tree Programme" from the wish list of RMHC and the children delivered the presents to RMHC for Christmas.



### McDonald's Global Office - Social Committee Team 2016

Throughout 2016 the Social Committee Team that comprised Jacob, Trevor, Aisha, Silas & Eric fundraised \$13,726 by organizing events with the office on showing talents of cooking to internal games to festive dinners etc.



CHAMPION & VOICE OF OUR CAUSE

# OUR FUNDRAISERS

.....  
**Liberty International Underwriters (LIU)**

Thanks to RMHC Brisbane, we got connected with the angels of LIU in Singapore. LIU has generously sponsored groceries for both Ronald McDonald House and Ronald McDonald Family Room @ NUH that is worth \$1000/month. They also brought gifts for Children's Day in October and Christmas Gifts in December.



### Hershey Singapore Pte Ltd

RMHC Singapore was fortunate to have been chosen by Hershey Chocolates as their annual CSR in 2016. Their entire office donated their time cleaning both facilities, golden bags of Hershey Chocolates and a cash donation of \$2,000.

### Sealy

Sealy, a trusted and well-known brand has been a RMHC Global sponsor for some time. At RMHC, aside from sponsoring mattresses, they also sponsored our Meal to Bond Programme for the year.





OUR RELATIONSHIPS CONNECT US

# 2016 ANNUAL GALA DINNER

CELEBRATING STRENGTH IN TOGETHERNESS" RAISED **S\$257,130**

The annual RMHC Gala Dinner is always a highly-anticipated evening where corporate/individual donors, sponsors, volunteers, beneficiaries and staff get together to share their passion and support for the RMHC. Held at the St Regis Hotel on 12 November 2016, the fundraiser was yet another success!



OUR RELATIONSHIPS CONNECT US

# McDONALD'S SINGAPORE

RMHC SINGAPORE HAS BEEN THE CHARITY OF CHOICE SINCE ITS INCEPTION IN 1989.



**SMALL CHANGE  
MAKE A BIG  
DIFFERENCE**



Donation boxes are placed in over 131 McDonald's restaurants across Singapore. S\$340,034.44 was collected through small change from the public.

### McDonald's® Singapore McHappy Day

From 23-28 October 2016, McDonald's restaurants across Singapore celebrated McHappy Day, the company's annual fundraising event, to help sick children and families supported by RMHC Singapore. As part of 2016 McHappy Day efforts, McDonald's donated S\$1 from every order of Chicken McNuggets Extra Value Meal purchased and to raise S\$52,763 for RMHC.

## OUR APPRECIATION THE COMMUNITY IN SINGAPORE WHO GENEROUSLY DROP THEIR EXTRA CHANGE INTO THE DONATION BOXES.

To kickstart the fundraising efforts, on 21 October at 313 Somerset, McDonald's organized a live art event. The Band of Doodlers brought the RMHC story to our beneficiary Adi. The entire doodling event was broadcasted via Facebook Live.

**Thank you McDonald's Singapore  
for your efforts in 2016**

**McDonald's donates 5 cents  
from every McHappy Meal  
Sold ...  
S\$154,921**

**McDonald's McHappy Day...  
\$52,763**

**Donation boxes...  
\$340.034.44**

**Together, the above efforts have  
helped us cover at least 58% of  
our overall expenditure in 2016.**



OUR RELATIONSHIPS CONNECT US

# CORPORATE SPONSORS & SUPPORTERS OF 2016

OUR HEARTFELT APPRECIATION TO OUR SPONSORS & SUPPORTERS

100 Women Who Care Singapore  
 Absolute Hotel Service Ltd  
 Adred Creation Holdings Pte Ltd  
 Allison Egan Design  
 Alpha Consulting Engineers Pte Ltd  
 American Association of Singapore  
 Andaz Tokyo Toranomon Hills  
 Arbite Pte Ltd  
 Aryzta Singapore Pte Ltd  
 Banyan Tree Phuket  
 Capella Singapore  
 CHIJ (Katong) Primary School  
 Christopher O'Grady Photography  
 Chubby Bunny Co  
 Clarins  
 Coca-Cola Singapore  
 Continental Equipment Pte Ltd  
 CornerStone Wines  
 Creative Mind Design  
 Credit Suisse AG  
 Damian By Michelle  
 DDB Worldwide Pte Ltd  
 Disneyland  
 DK Engineering  
 DP World Asia Holdings Limited  
 Dream Marketing LLP  
 DTZ Debenham Tie Leung (SEA) Pte Ltd  
 Du Pont Company (S) Pte Ltd  
 Ecolab  
 Ellipsiz DSS Pte Ltd  
 For Earth (S) Pte Ltd  
 Framing Angie Art Gallery  
 Fullerton Healthcare Group Pte Ltd  
 Golin  
 Goodwood Park Hotel  
 Grand Hyatt Singapore  
 H&C Equipment Pte Ltd  
 Hai Yong Engineering Pte Ltd  
 HAVI Logistics (Singapore) Pte Ltd  
 Heineken Asia Pacific  
 Hombre Cantina  
 HT Engineering & Services Pte Ltd  
 Huason Construction Pte Ltd  
 ITE College West (School of Hospitality)  
 I-VIC International Pte Ltd  
 J Lively Pte Ltd  
 Johnstech International  
 Just Be Group  
 Kerry Ingredients  
 Kian Contract (S) Pte Ltd  
 Knowledge Park Educare  
 Kwan Yong Electrical Engineering Pte Ltd  
 La-Z-Boy Asia Co. Ltd  
 Leonny Photography  
 Luke's Oyster and Chop House  
 MacFood Services (M) Sdn. Bhd

Manitowoc Foodservice Asia Pacific  
 Marriott Vacations Worldwide  
 Martin Brower Singapore Pte Ltd  
 McD APMEA Franchising  
 McDonald's Restaurants Pte Ltd (Singapore)  
 McKey Food Services (Thailand) Ltd  
 MediaCorp Pte Ltd  
 Megabuilders & Development Pte Ltd  
 Merck Sharp & Dohme Singapore  
 MITS Singapore  
 MS Media Pte Ltd  
 Nestle Singapore Pte Ltd  
 Niche Courier Services Pte Ltd  
 Nicolas Le Restaurant  
 OMD Singapore Pte Ltd  
 Partech Inc.  
 Prolific Pte Ltd  
 Resorts World at Sentosa Pte Ltd  
 RHT Corporate Advisory  
 Rice & Fries  
 Rockwood Hotel & Spa  
 SaladStop  
 Sealy Asia (S) Pte Ltd  
 Shangri-La's Rasa Sentosa Resort & Spa  
 Shirtek Service and Equipment Supplies  
 Signmechanic Pte Ltd  
 Singapore American School  
 Singapore Discovery Centre Ltd  
 Singapore Press Holdings  
 Singapore Repertory Theatre  
 Space Media Network Pte Ltd  
 Sport4kids Pte Ltd  
 Stamford American International School  
 Starhub Ltd  
 Super Bean International Pte Ltd  
 Synergy Financial Advisers Pte Ltd  
 Systems Design Pte Ltd  
 Talbot Risk Services Pte Ltd  
 Teo Kee Nursery  
 Testrocker Pte Ltd  
 The Flat  
 The Floral Atelier Pte Ltd  
 The Fullerton Hotel Singapore  
 The Northern Trust Company  
 The Orientalist Carpets (Singapore)  
 The Singapore Island Country Club  
 The Singapore Resort & Spa  
 The St. Regis Singapore  
 TKC Building Services  
 Transamerica Life (Bermuda) Ltd  
 Twentieth Century Fox  
 UL International - Singapore Pte Ltd  
 Violet Oon's Singapore  
 VS Courier Pte Ltd  
 VSD Engineering Enterprises Pte Ltd  
 Yong Chang Electrical Pte Ltd



COCA-COLA SINGAPORE



LIBERTY INTERNATIONAL UNDERWRITERS



SEALY ASIA (S) PTE LTD



OUR RELATIONSHIPS CONNECT US

# INDIVIDUAL SPONSORS & SUPPORTERS OF 2016

OUR HEARTFELT APPRECIATION TO OUR SPONSORS & SUPPORTERS



CHIJ (KATONG) PRIMARY SCHOOL



SINGAPORE AMERICAN SCHOOL



Andrea Friedman  
 A/Prof Daniel Goh  
 A/Prof Lee Yung Seng  
 A/Prof Lynette Shek  
 A/Prof Ong Hian Tat  
 A/Prof Quah Thuan Chong  
 A/Prof Stacey Tay  
 Allen Chu & Mary Kuo  
 Amita Dutt  
 Ashu Nijhawan  
 Audrey Loke  
 Avinash Anil Panjabi and Martha Lina Liu  
 Barry Merhman  
 Celeste Wong and Kevin Heng  
 Charrie Yulo Ng  
 Cheng Siew Siew  
 Chris Milliken  
 Dave & Barbara Murphy  
 Dr Michael Lin  
 Dr Tan Poh Lin  
 Goh Yok Thian  
 Grant Gleason  
 Heryanto Tjandra and Christine Santoso  
 Ineke Van De Water  
 Jason and Karen Fischer  
 Jhana Lee Si Hui

Len Jillard  
 Linda Ming  
 Low Si Xuan  
 Luca Ghokassian  
 Kelly Tan  
 Manish Yadav  
 Marisol Foley  
 Maxine Teo  
 Michiel Egeler and Veronica Kroll  
 Mr and Mrs B. Welten  
 Mr Jeremy Lee  
 Nihara Fernando  
 Norma Rosenhain  
 Prof Hugo van Bever  
 Richard and Mimi Leong  
 Robert Hunghanfoo  
 Ruth Pestana  
 Sally Nicholas  
 Sandra Carolyn Shephard  
 See Thong Hwee and Prisca See  
 Sepa Jeharajah  
 Shaun McEwan  
 Silas Lewis-Meilus  
 Susan Ruming  
 Timothy Alcos  
 Trevor Harvey







## EXECUTIVE DIRECTOR'S REPORT

The strong relationship that RMHC Singapore has established with the National University Hospital (NUH), united by a common goal and commitment to better the lives of sick children and their families led to the official launch of Ronald McDonald Family Room on 6 January 2016. Once open, it was at full capacity serving 667 families.

At the same time, there was 100% occupancy at the Ronald McDonald House throughout the year, serving 126 families, in line with RMHC Global tagline "Keeping Families Close".

As a result of continuous organic support from corporate organisations and schools, we benefitted from their fundraising activities. To name a few: CHIJ Katong raised \$600 through an inspiring art fundraiser; 3rd Graders of Stamford American International School fulfilled the wishes of RMHC kids through their "Giving Tree Programme" during Christmas; McDonald's Global Office raised over \$13,000 through employee engagement; Hershey Pte Ltd raised \$2,000 through its internal activities;

McDonald's Singapore raised \$52,760 through its McHappy Day initiative; Liberty International Underwriters donated in-kind, \$6,000 worth of groceries of both facilities at NUH. Aside from these, our annual Gala Fundraiser also raised \$257,130 in November. We are most grateful for every heartfelt effort in support of our Charity. Our smaller-scale initiatives also meant a lot to our beneficiaries, mostly children and mums. Last year, we gave out 1,100 "Oncology Happy Snack Packs" to cheer up the sick children following their oncology treatment. Mums also received our "Tubs of Love" to help them cope with motherhood for their first time. The popular monthly "Happy Birthday" programme at NUH Ward 47 delighted the kids and nurses each time with cakes and gifts, and we evolved the idea with a new surprise element of frequent visits from Ronald McDonald that brought continuous smiles and laughter on all the children, nurses, housekeeping and even doctors.

Thanks to our sponsors and volunteers, we are committed to

keeping these initiatives going as long as we can!

The RMHC Grant-Making Programme which started two years ago is still supporting ongoing projects. Over 1,000 children in Singapore are now enjoying better well-being through the grants because of your generous support and we will continue these projects in 2017.

As we all know, Volunteers are the heart of every charity and it is important for us to find ways to retain them. We came up with the idea of monthly recognition which led to Volunteer of the Year 2016. In 2017, we will be celebrating our first Volunteer's Day so more news to come.

It is gratifying that the many things we do at RMHC Singapore are possible because of our donors, volunteers and supporters. On behalf of RMHC Singapore, I would like to extend our deepest appreciation to all who have contributed in one way or another in supporting the mission and growth of the Charity. Till next year!

Meem A Rahman  
Executive Director