

2017
ANNUAL
REPORT



**Ronald McDonald
House Charities®**
Singapore

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 well-being 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

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.

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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,

“Keeping Families Close” is what we look to do at Ronald McDonald House Charities. As an independently administered charity, our mission is to directly improve the health and well-being of children in Singapore. And we recognise there’s so much we can do to help families of these children by keeping the family unit close.

It’s a known fact that children who are unwell draw strength from their families – and by helping them stay close to each other, we bring to reality the saying that “love is the best medicine”.

A rewarding 2017

In 2017, we made a small breakthrough with the opening of a new facility – a new Ronald McDonald Family Room at the Institute of Mental Health (IMH). Similar to the facility at the National University Hospital (NUH), the “home-away-from-home” facility helps families stay close to their children receiving medical treatment at the hospitals. At the same time, the Ronald McDonald House at NUH, with stay-in facilities,

also achieved full capacity providing families much needed comfort and support.

As you go through this annual report, you will come to read more about the efforts and fundraising activities in the past year to help better the lives of children in Singapore. We are grateful to the partners, donors, staff and volunteers who have helped us, whether in kind, time or in monetary terms for these programmes. It is through their collective effort that we are able to keep hope alive for families.

2018 is going to be a busy year for us. With the Ronald McDonald Family Room up and running at IMH, this brings to count a total of three facilities we are managing. This is in addition to our other existing programmes in the hospital that bring hope to children, help new mums in need and provide support via grants for medical needs that benefit children. We hope to see more volunteers and donors come on board with us in ways big or small – every little help counts. Do visit our website to find out more.

Special thanks and welcome

On this note, I want to take the opportunity to thank Meem who as Executive Director (ED) had led the organisation from 2016 to early 2018. Meem had been instrumental in the opening of the Family Room at IMH and also ensured optimal efficiency of the Family House at NUH. We wish her all the best in her future endeavours.

We welcome Daniel on board as our new ED, and look forward to having him work closely with the staff, volunteers and partners to further the Charity’s cause.

Together with the rest of the Board and staff of RMHC, we look forward to your continued support to help us make a difference in the lives of children and their families. Thank you.

Sincerely,



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 maintains a Conflict of Interests 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, so that no transaction or arrangement 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 — 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



Ms Pamela Tor Das
President, RMHC

Director
Ninemer Public Relations Pte Ltd



Mr Timothy Koh
Vice President, RMHC

Director Asia Pacific HR, Head of Policy
Risk and Controls Head of Centers of Excellence
Planning & Execution
(Asia Pacific) Credit Suisse AG



Ms Amita Dutt
Secretary, RMHC

Full Time Consultant
RHTLaw Taylor Wessing LLP



Mr Lim Tze Chern
Treasurer, RMHC

Executive Director
Nomura Singapore Limited

BOARD MEMBERS



Mr Manish Yadav

Corporate Vice President - International
Developmental Licensing,
Franchising & Business Counsel
McD Global Franchising Limited
(July 2013 to September 2017)



Ms Linda Ming

Director
Brand Communications & Customer Care
Hanbaobao Pte Ltd
(Licensee of McDonald's Singapore)



Ms Andrea Noel Friedman



Associate Professor Stacey Tay

Head and Senior Consultant
Paediatric Neurology
National University Hospital



Mr Keoy Soo Earn

Regional Managing Partner, Financial Advisory
Deloitte Southeast Asia



Ms Diana Ser Siew Yen



Mr Kenneth Chan

Managing Director
Hanbaobao Pte Ltd
(Licensee of McDonald's Singapore)
(March 2018 to present)



Mr Ang I-Ming

Senior Counsel
McD Global Franchising Limited



Dr Donovan Lim

Consultant
Institute of Mental Health

OUR FAMILIES SHAPE US



“ Having a room at the Ronald McDonald House also allowed my husband and I to be together so that we could be by each other's side and support each other during the trying times. ”

CHRISTINA ANATHARAJU,
MOTHER OF SHANIA NEHA

Having your child in the Intensive Care Unit can be a daunting experience. The only thing parents would want is to be by their child's side at all times. It was no different for my husband and I. Our daughter had to be admitted to the ICU following her heart surgery. We did not want to leave her side but at the same time, we also knew that we had to be well, physically and emotionally, so that we could focus on what's most important – the health and care of our daughter.

The Ronald McDonald House was truly a blessing because it is located just steps away from the ICU. It allowed us to have a comfortable respite while staying only a heartbeat away from our daughter. We felt at ease knowing that we could be by our daughter's side in the ICU without any delay, in the case of an emergency. The close proximity to the ICU team also enabled us to have better communication with them, and gave us the opportunity to witness their tireless care not only for our daughter, but also the other children in the ICU. We felt at ease knowing that our

daughter was receiving the best care, and we really appreciated their hard work and dedication.

Having a room at the Ronald McDonald House also allowed my husband and I to be together so that we could be by each other's side and support each other during the trying times. At times when we felt overwhelmed and needed a break, the Ronald McDonald House offered a refuge from the stress of an ICU environment. The warm home-like environment as well as the amazing staff and volunteers of RMHC never failed to uplift our spirits. Being in a caring environment surrounded by parents going through similar experiences also gave us an opportunity to connect with and encourage one another.

With my baby's medical condition and her stay in the ICU, I was experiencing the fears and anxieties that parents face and this put me in a vulnerable position. However, being able to be close to my daughter at all times with a room at the Ronald McDonald House allowed me to manage my

anxieties. Research shows that a family's presence helps a child cope better and recover faster and I strongly believe that being able to be close to my daughter facilitated her recovery process.

While the medical team cares for the child at the ICU, the RMHC does an equally important and meaningful task of caring for parents. The RMHC truly keeps families close together!

OUR FAMILIES SHAPE US



“I told myself that once Destinee has recovered, I would return to the Ronald McDonald House as a volunteer... just to give back. This charity is indeed a miracle in times of need. Currently, I volunteer on weekends.”

DARREN DALTON NG,
FATHER OF DESTINEE VIVIEN NG

Our daughter Destinee is a lovely 12-year-old girl who always looks forward to Sundays when she would attend Rock Kids church service.

One day, she was admitted to NUH due to a prolonged high fever for more than one week. At first, my wife and I thought it was just a normal virus attack and she would be discharged soon. But I knew something was not right after the fifth day as her fever never came down despite strong antibiotics. Our hearts sank when the news was told.

On 22 June 2016, Destinee needed a bone marrow test and Pat CT scan as the doctor suspected her condition could be Leukaemia. Her blood and platelets count suddenly dropped to below normal. The next day, the bone marrow test results came out negative, but her blood count continued to drop. On 24 June, the doctors told us she had features of Macrophage Activation Syndrome and critically severe inflammation with immune dysregulation. Her liver was massively enlarged. Treatment was given but her blood and platelets count continued to fall drastically to a “single figure” of 8!

(A normal person’s is 100.) Her gums were bleeding and she was restricted to staying in bed. She needed red blood cell and platelets transfusion.

On 5 July, she was transferred to ICU when her platelets count came down to 1! The next day, she developed acute shortness of breath towards the end of a red blood cell transfusion. She was given positive pressure ventilator support. At this point, staying beside her constantly, we were introduced to the Ronald McDonald House and were told that the facility could literally help us stay closer to Destinee.

Given the numerous investigations and treatments Destinee was going through, comfort and encouragement was what we needed – and the Ronald McDonald House saved us during our darkest hours. We had space to think about what else we could do for Destinee. And we were so close to her that my wife and I could take turns to be at her bedside.

Our day-to-day needs like being able to cook simple meals were met and basic items like coffee and Milo were provided by RMHC. I was so grateful that the

Charity had thought through to the last detail to alleviate the stress of the families. The volunteers, part-timers and night security guard Jothy were a wonderful help. Just talking about anything at all relieved me and kept me sane.

We stayed at the Ronald McDonald House for 26 days and despite my state of mind, I saw how committed and dedicated the full-time staff were, especially Ms Meem and Leonard, whom we would like to thank dearly for all the care and concern they gave – always asking if we had eaten and always offering us food whenever they returned from the supermarket. Such small things are so touching and we wish NUH would have more rooms so that more families can be kept close together. With 18 beds at PICU and only 4 rooms at the Ronald McDonald House, I’m sure more would be welcomed by families like us.

I told myself that once Destinee has recovered, I would return to the Ronald McDonald House as a volunteer... just to give back. This Charity is indeed a miracle in times of need. Currently, I volunteer on weekends.

OUR CORE PROGRAMMES DEFINE US

RONALD McDONALD HOUSE @ NUH

This “home-away-from-home” has been serving families of children receiving treatment at the National University Hospital (NUH) for the last 5 years, since 2013.

The Ronald
McDonald House
ran at full capacity
throughout 2017

Occupancy based on 4 bedrooms	2015	2016	2017
Number of Families Served	119	126	121
Nights of Accommodation	1,442	1,411	1,444
Number of Families Turned Away	34	48	28
Waitlist Room Nights	385	420	197
Occupancy Rate	99%	96%	98.9%
Average Stay Per Family	12 days	11 days	12 days



The House has provided a total of

6,953

nights' accommodation for

569

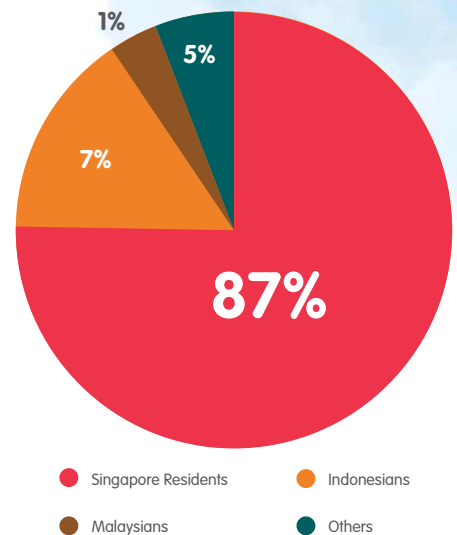
families over the last 5 years.

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

82%

of the occupancy.

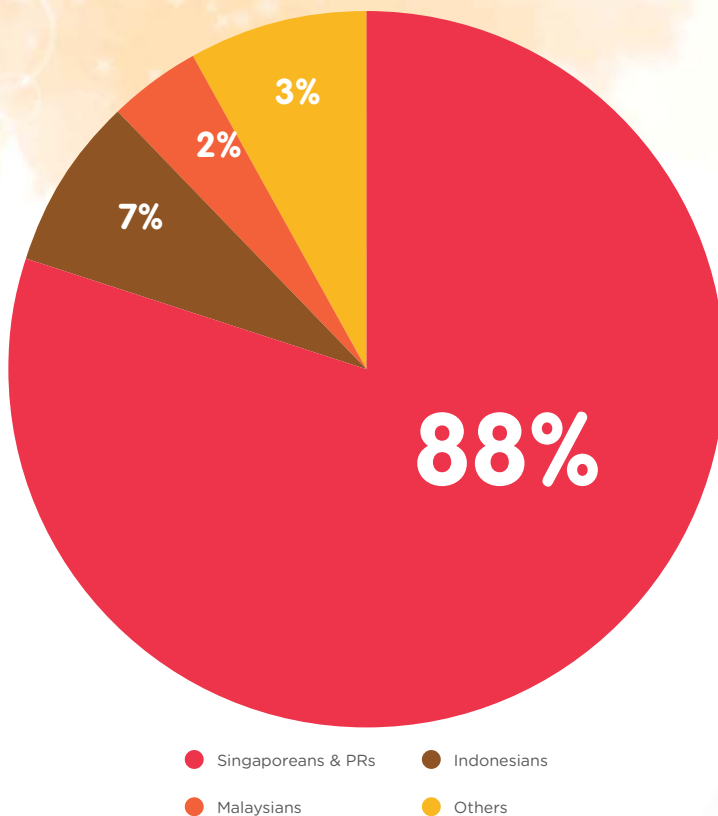
Nationalities of RMH
Guests in 2017



OUR CORE PROGRAMMES DEFINE US

RONALD McDONALD FAMILY ROOM @ NUH

Nationalities of Guests at RMFR@NUH
in 2017



OUR FACILITIES:

- 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-IN, READ OR WATCH TELEVISION
- RESTING CORNER TO RELAX, NAP AND RECUPERATE
- INTERNET ACCESS

MISSION IMPACT FROM JANUARY – DECEMBER 2017 OPERATION:

612 FAMILIES SERVED

**1220 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 SINCE DECEMBER 2017

PROMOTING POSITIVE MENTAL HEALTH IS AN IMPORTANT AREA 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.

Renovation works on a new Ronald McDonald Family Room commenced 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. It started operating in December 2017, followed by the official launch in January 2018.

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 GRANT PROGRAMMES DEFINE US (UPDATES FROM OUR THIRD GRANT CALL)

GRANT-MAKING PROGRAMME

Our Grant-Making Programme started in 2014 and to date, has 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. In 2017 alone, we awarded a total funding of S\$30,000 to the recipients.

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



Projects awarded:

- **Back to Sleep Programme:**

Funded the procurement of supportive sleep systems for children with significant neurological conditions and multiple disabilities, helping them improve sleep quality and increase sleep duration.

- **Equipment Resource Library:**

Funded the procurement of rehabilitation equipment for its resource library to enable children with special needs with trial of equipment including home trial with an aim to help parents identify the appropriate, suitable device to be procured.

- **NUHkids New Worlds Project:**

Funded the creation of an immersive environment to improve the quality of the overall scan experience and reduce the need for sedation in children who need to undergo MRI scans.

63 CHILDREN BENEFITTED FROM BACK TO SLEEP PROGRAMME.

127 CHILDREN BENEFITTED FROM THE EQUIPMENT RESOURCE LIBRARY.

THE NUHKIDS NEW WORLDS PROJECT IS STILL IN PROGRESS.

Cerebral Palsy Alliance Singapore (CPAS)

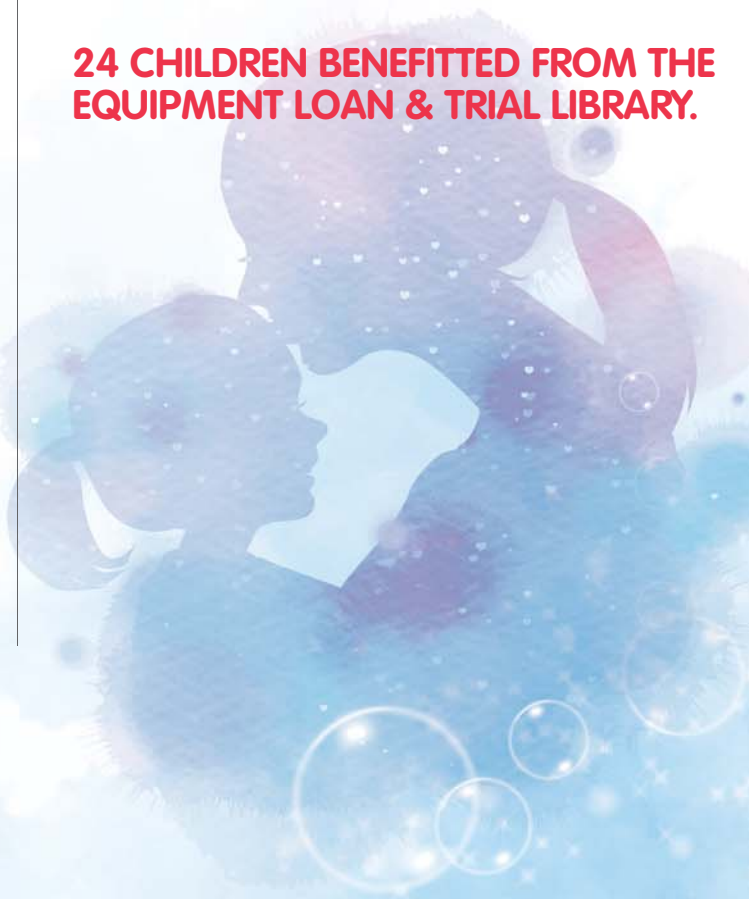


Projects awarded:

- **Equipment Loan & Trial Library:**

Funded the procurement of equipment for mobility assistance for trial or short-term use for children with motor disabilities.

24 CHILDREN BENEFITTED FROM THE EQUIPMENT LOAN & TRIAL LIBRARY.



OUR COMMUNITY OUTREACH PROGRAMMES UNIFY US

It is our community partners, both individuals and corporations, who believe in what we do that have 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 organized each month at the children's lounge of Paediatric Ward 47 of the National University Hospital (NUH), thanks to various sponsors, including the Singapore American School and ING Bank, throughout this year.



Tubs of Love Programme

A baby bathtub filled with essential newborn layette items is given out to financially-challenged mothers to help them get started and feel supported in the first few months of their child's life. Thank you to Vinda Singapore Pte Ltd for donating baby products worth S\$660 and fundraising S\$6,624 for the RMHC.



TUBS OF LOVE DISTRIBUTED

2014 31 TUBS

2015 51 TUBS

2016 50 TUBS

2017 40 TUBS



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.

SNACK PACKS DISTRIBUTED



2013 800 PACKS

2014 1,800 PACKS

2015 1,800 PACKS

2016 1,100 PACKS

2017 900 PACKS

Special visits @ the Paediatric Wards in December

A Christmas Carol visit at the paediatric wards with Ronald McDonald playing the violin alongside the string quartet students from Methodist Girls School who sang along as carolers.

The Stamford International American School and the Marines from the US Embassy also delivered toys to the children.



CHAMPION & VOICE OF OUR CAUSE

OUR VOLUNTEERS

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

NO. OF VOLUNTEERS

2016 **75** 2017 **83**

NO. OF VOLUNTEERS HOURS

2016 **2813** 2017 **4701**

AVERAGE NO. OF VOLUNTEERS/MONTH

2016 **23** 2017 **35**

AVERAGE NO. OF VOLUNTEERS HOURS/MONTH

2016 **234** 2017 **392**



MONTH OF JANUARY: PATRICK CHANG



MONTH OF FEBRUARY: SARAH BAKER



MONTH OF MARCH: LAURA TANIA



MONTH OF APRIL: MARISOL FOLEY



MONTH OF MAY: SARA MACCAULEY



MONTH OF JUNE: GERARD & MARY LEE



MONTH OF JULY: DARREN NG



MONTH OF AUGUST: SHEILA WEIDNER



MONTH OF SEPTEMBER: SHERYL ALBRIGHT



MONTH OF OCTOBER:
BAYU AJI NURCAHYONO



MONTH OF NOVEMBER: ELLIE MARYAN



MONTH OF DECEMBER: ALAGAN GNANAM

CHAMPION & VOICE OF OUR CAUSE

OUR VOLUNTEERS

On 18 November 2017, the Volunteer Appreciation Night was held at the Singapore Zoo – and what an eventful and fun night it was! Lots of food, games, pure enjoyment and camaraderie. This year was made more special by new volunteers from the Ronald McDonald Family Room @ IMH too.



CHAMPION & VOICE OF OUR CAUSE

OUR FUNDRAISERS

It's always a privilege to be the chosen beneficiary, and we are grateful for any form of organic support in our community.

Martin Brower Singapore Pte Ltd

The team at Martin Brower has been doing CSR at both of our facilities at NUH every quarter – and more recently, at the new Ronald McDonald Family Room @ Institute of Mental Health. We really appreciate their donation of groceries, disposal ware and logistical support and for their ongoing commitment through to 2018.

**Stamford American International School**

In December 2017, the 3rd Graders of Stamford American International School kicked off a "Wish List Programme" in support of RMHC. It was heartwarming to see the children delivering the groceries to RMHC during Christmas. Thank you so much for your kindness and thoughtfulness!

**McD Global Franchising Limited**

Within the McDonald's family, the Singapore-based global office organised employee fundraising events throughout 2017 to raise funds for RMHC. Led by a dedicated team (Yue Tuck Wai, Michelle Lee, Michelle Wong, Priscilla Ho & Elvin Ong), they led the way to raise \$17,722. We can't thank you enough for your annual support!

**Liberty International Underwriters (LIU)**

The angels of LIU in Singapore started reaching out to RMHC in 2016 as part of their CSR programme. Both the Ronald McDonald House and Ronald McDonald Family Room @ NUH have benefitted from groceries worth \$6,000. We are equally grateful that the LIU "angels" also visit the facilities monthly, donating their time and extending a helping hand.

**Sealy Asia (S) Pte Ltd**

Sealy, a trusted and well-known brand, has been a long-time RMHC Global sponsor. It provides mattresses (and protectors), pillows and cushions to the Ronald McDonald Houses. When the Ronald McDonald House @ NUH was approaching its 5th anniversary year, we were most delighted when Sealy graciously offered to change out all mattresses and pillows with brand-new ones.



OUR RELATIONSHIPS CONNECT US

RMHC SINGAPORE CHARITY GOLF 2017

"CELEBRATING STRENGTH IN TOGETHERNESS" RAISED **S\$178,430**

This year, we decided to give the annual gala dinner fundraiser a break. For a change, all eyes turned to the RMHC Charity Golf Fundraiser held at the esteemed Singapore Island Country Club on 27 October 2017. The last such event was organised several years ago, and it was nice to engage the generous golfing community again!

Supporting the RMHC cause were McDonald's corporate donors, individual donors, RMHC sponsors, staff and volunteers. A great evening of camaraderie, coupled with auction items, led to a handsome sum of \$178,430 raised for RMHC. Our heartfelt thanks to everyone for making this yet another successful fundraising event!



OUR RELATIONSHIPS CONNECT US

McDONALD'S SINGAPORE

RMHC SINGAPORE HAS BEEN THE CHARITY OF CHOICE FOR McDONALD'S SINGAPORE SINCE ITS INCEPTION IN 1989.



**A LITTLE CAN MAKE
A DIFFERENCE**

Donation boxes are placed in more than 130 McDonald's restaurants across Singapore. In 2017, S\$313,225.00 was collected through the kind donation of the general public.

THANK YOU SO MUCH!.

**OUR APPRECIATION
AND THANKS TO THE
GENERAL PUBLIC
IN SINGAPORE
WHO GENEROUSLY
DROP THEIR EXTRA
CHANGE INTO THE
DONATION BOXES.**

McDonald's® Singapore McHappy Day

From 9-30 November 2017, 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 2017 McHappy Day efforts, McDonald's donated 80-cents from every second purchase of vanilla soft-serve cone in their restaurants, and raised a total of S\$16,218 for the Charity.

Taking a step further, the staff interacted with customers to share the RMHC story and how more people can help RMHC kids and their families. They encouraged customers to buy vanilla cones, donate via RMHC donation boxes and write well-wishes on postcards. [These postcards were subsequently delivered to RMHC and transformed into an art installation on the wall of Ronald McDonald House @ NUH.]

In addition, some of the staff washed cars on McHappy Day at four Drive-Thru stores on 10 Nov. Customers were free to contribute any amount for the car wash via the RMHC donation box.

To wrap up the year, McDonald's staff also contributed stuffed toys as Christmas gifts to the children at RMHC.



Thank you McDonald's Singapore for your efforts in 2017

**McDonald's donated 5 cents
from every Happy Meal sold ...
S\$188,246.30**

**McDonald's McHappy Day ...
S\$16,218**

**RMHC donation boxes in
McDonald's restaurants ...
S\$313,225.00**

Together, the above efforts have helped us cover at least 75% of RMHC's overall operations expenditure in 2017.

OUR RELATIONSHIPS CONNECT US

CORPORATE SPONSORS & SUPPORTERS OF 2017

OUR DEEPEST APPRECIATION & THANKS TO OUR SPONSORS & SUPPORTERS

Absolve Pest Pte Ltd
 Adidas Singapore Pte Ltd
 Adred Creation Holdings Pte Ltd
 Aon Singapore Pte Ltd
 Archideas Design
 Artizen Pte Ltd
 Aryzta Singapore Pte Ltd
 Banyan Tree Hotels & Resorts
 BDRC Asia Pte Ltd
 Boncafe International Pte Ltd
 Clear Ideas (S) Pte Ltd
 Coca Cola Far East Limited
 DDB Singapore
 Deloitte & Touche Corporate Finance Pte Ltd
 D-Synergy Tech System Pte Ltd
 Ecolab Pte Ltd
 Ellipsiz DSS Pte Ltd
 EPS International Singapore
 Fisher & Paykel (Singapore) Pte Ltd
 ForEarth
 Golin International Pte Ltd
 H Team Insurance Agency Pte Ltd
 H&C Equipment Pte Ltd
 Hai Yong Engineering Pte Ltd
 Hanbaobao Pte Ltd (Licensee of McDonald's Singapore)
 Harmony Creative Ventures Pte Ltd
 HAVI Global Solutions (Asia Pacific) LLC
 HAVI Logistics (S) Pte Ltd
 HT Engineering & Services Pte Ltd
 Huason Construction Pte Ltd
 Intelsat Singapore Pte Ltd
 Jarenis Holdings Pte Ltd
 Kerry Foodservice APMEA
 Kian Contract (S) Pte Ltd
 Kwan Yong Electrical Engineering Pte Ltd
 La-Z-Boy Asia Co Ltd
 Liberty International Underwriters Pte Ltd
 Macfood Services (M) Sdn Bhd
 Martin Brower Singapore Pte Ltd



ADIDAS SINGAPORE PTE LTD



ECOLAB PTE LTD



INTELSAT SINGAPORE PTE LTD



MARTIN BROWER SINGAPORE PTE LTD

OUR RELATIONSHIPS CONNECT US

CORPORATE SPONSORS & SUPPORTERS OF 2017

OUR DEEPEST APPRECIATION & THANKS TO OUR SPONSORS & SUPPORTERS

McCormick SEA Pte Ltd
MCD Global Franchising Limited Singapore Branch
McKey Food Services (Thailand) Ltd
Mediacorp Pte Ltd
MSD Singapore
Nestlé Singapore (Pte) Ltd
NUH Action Team
OMD Singapore Pte Ltd
Pack and Send Singapore
Pengwine
PeopleWorldwide Consulting Private Limited
Powerston Services Pte Ltd
Reveres Management Pte Ltd
Rjay Management Consultants
Ronald McDonald House Charities Inc.
Samsung Asia Pte Ltd
Sealy Asia (Singapore) Pte Ltd
Shangri-La's Rasa Sentosa Resort & Spa
Shirtek Services and Equipment Supplies
Signmechanic Pte Ltd
Singapore American School
Singapore Press Holdings Limited
Spacemedia
Stamford American International School
Sumitomo Corporation Singapore
Super Bean International Pte Ltd
Talbot Risk Services Pte Ltd
The Singapore Island Country Club
TKC Building Services
Tyelin & Associates Consulting Engineers
US Embassy (Marines) Singapore
Vinda Singapore Pte Ltd
VSD Engineering Enterprises Pte Ltd
Welbilt Asia Pacific Pte Ltd
WTA
Xogi Marketing Pte Ltd
Yong Chang Electrical Pte Ltd



NESTLÉ SINGAPORE (PTE) LTD



SEALY ASIA (SINGAPORE) PTE LTD



STAMFORD AMERICAN INTERNATIONAL SCHOOL



US EMBASSY (MARINES) SINGAPORE

OUR RELATIONSHIPS CONNECT US

INDIVIDUAL SPONSORS & SUPPORTERS OF 2017

OUR DEEPEST APPRECIATION & THANKS TO OUR SPONSORS & SUPPORTERS

A/Prof Lee Yung Seng
A/Prof Ong Hian Tat
A/Prof Quah Thuan Chong
A/Prof Stacey Tay
Adrian Saw
Amara Wijemuni
Annmarie Cochrell
Benjamin Lee
Benjamin Png
Carol Chan
Dato Kevin Yong
Diana Ng
Dr Jackie Ong
Dr Kao Pao Tang
Eileen Oh
Hillary Peralta
John and Andrea Friedman
Joyce Lee May Yin
Joyce Tan
Kenneth Chan
Krishna Mohan
Marisol Foley
Megane Wong Min Ern
Pamela Tor Das
Pauline Chan
Puvaneswary d/o Rajarathnam
Richard and Mimi Leong
Robert Kwan
Soo Ho Tan
Tan Ee Yang
William Cheng



EXECUTIVE DIRECTOR'S REPORT

2017 was a good year with the construction of the **Ronald McDonald Family Room @ the Institute of Mental Health (IMH)** in September. By December, we managed to kick off test operations of the Family Room which soon ran at full capacity.

At the **Ronald McDonald House @ NUH**, we enjoyed 100% occupancy from May to December 2017 and served a total of 612 families in the year. We stayed faithful to the RMHC mission: "Keeping Families Close".

As a result of continuous organic support from corporate organisations and schools, we benefitted from their fundraising activities. Just to name a few: 3rd Graders of Stamford American International School fulfilled the wishes of RMHC Kids through their "Wish List Programme" during Christmas; McD Global Franchising Limited raised S\$17,722 through employee engagement; Liberty International Underwriters donated in-kind S\$6,000 worth of groceries to both facilities at NUH, and Sealy Asia (S) Pte Ltd changed all our mattresses, mattress protectors and pillows in the Ronald McDonald House.

Aside from these, we held, for a change, our **RMHC Charity Golf** at Singapore Island Country Club in October which

raised S\$178,430. We are most grateful for every effort in support of our Charity.

Notably, Hanbaobao Pte Ltd, the licensee of McDonald's Singapore, contributed and facilitated a donation of almost S\$520,000 – which constitutes 75% of our overall expenditure in 2017.

Our smaller-scale initiatives also meant a lot to our beneficiaries, mostly children and mums. We gave out 900 "Oncology Snack Packs" to cheer up the sick children following their oncology treatment. Mums also received our 40 "Tubs of Love" to help them cope with motherhood for their first time. The popular "Monthly Birthday Programme" at NUH Ward 47 sponsored by several organisations and schools delighted the kids and nurses each time with fun and games. Frequent visits from Ronald McDonald brought smiles and laughter to all 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 three 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.

As we all know, volunteers are the heart of every charity and it is important for us to find ways to retain them. For the first time, we celebrated **RMHC Volunteer Appreciation Day/Night 2017** at the Singapore Zoo.

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.

On a personal note, I will be leaving the RMHC after a fulfilling 2 years with the charity. I have learnt so much from the families I meet with everyday, and our kind donors and volunteers. I wish my successor and the team at RMHC even better years ahead with furthering the charity's cause.

Meem A Rahman



EXECUTIVE DIRECTOR'S REPORT

WELCOME DANIEL ANG, OUR NEW EXECUTIVE DIRECTOR (COMMENCING 14 JUNE 2018)...

I am grateful for the warm welcome from everyone associated with the Ronald McDonald House Charities (RMHC) Singapore.

"Keeping Families Close" resonates with me as my god-daughter and her family had been one of the earlier beneficiaries of RMHC. She was born with multiple deformities and needed several corrective surgeries within the first two years of her life. The RMHC grant for her surgery at that time was the silver-lining of hope for her young parents who were very much distressed and helpless.

I have been working in the social service sector for the past 16 years. During this time, I have seen the sector undergoing rapid changes and facing new challenges. For example, some programmes and services become irrelevant when needs and policies change. Many organisations are struggling to keep themselves abreast of the changes and for some, they continue to seek social relevance by identifying gaps in services that others have overlooked. I am impressed that RMHC has played the latter role.

I thank the Board for giving me the opportunity to be part of the RMHC family. I hope to leverage my experience and connections to further RMHC mission of improving the health and well-being of children in Singapore. I look forward to working with all the key stakeholders and beneficiaries in the years ahead.

Daniel Ang

"If we want to go fast, go alone, If we want to go far, go together." – African Proverb.

Please visit our website for the Audited Financial Statement for FY2017.

RMHC Singapore acknowledges
the support of its key partner



**Ronald McDonald
House Charities®**
Singapore

Keeping families close

Ronald McDonald House Charities Singapore

5 Lower Kent Ridge Road
National University Hospital, Main Building Level 4
Singapore 119074

Tel: (65) 6778-1934

Fax: (65) 6774-5358

contact@rmhc.org.sg | www.rmhc.org.sg

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