



Ronald McDonald  
House Charities®  
Singapore

Keeping families close



# Hand in Hand On The Healing Journey

ANNUAL REPORT 2020



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.**

## OUR MISSION & VISION

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 founder, Ray Kroc, who was a strong advocate for the community. RMHC Singapore was incepted in 1989.

### OUR MISSION

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

### OUR VISION

Championing family-centred care in the healthcare journey of seriously ill children and their families.

### 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-centred 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.

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# PRESIDENT'S MESSAGE



How should we think about year 2020?

Many would view the pandemic year as one of the most resilient times in history. When COVID-19 disrupted the status quo, people unified. Protecting lives and livelihoods in the community became the top priority.

RMHC, along with all social service agencies (SSA), saw a rapid slowdown of incoming funds. Keeping our core programmes running was key, as we knew parents were getting increasingly worried about their sick children amidst the pandemic. Equally important was ensuring the safety of our RMHC frontline staff, who had to be rostered round the clock to look after families in the Ronald McDonald House when volunteering activities took a pause.

At the height of the pandemic, the intake of patients in the NUH Paediatrics ICU fell drastically. In the name of safety, we abided by our Global RMHC directives by suspending operations of the Ronald McDonald House and Family Room for three months. Likewise, we closed the Ronald McDonald Family Room at IMH in accordance with COVID-19 safety measures.

**On the flipside, our hearts are full from the many helping hands around us.**

We are thankful for the gifts of financial assistance that came along. The National Council of Social Service's Invictus fund provided much needed support to the SSAs, while the government's Joint Wage Support Scheme helped cover the cost of our RMHC staff. Additionally, the Global RMHC network made available some funds to help affected RMHC chapters worldwide, including RMHC Singapore.

We are also grateful to friends and corporate donors of the RMHC for their generosity. Although the pandemic had affected businesses, they remained committed to our cause. As a case in point, our first online charity drive (in place of the annual fundraising gala) raised a commendable sum of S\$150,000 in December 2020.

Finally, on behalf of the RMHC Board, I would like to thank all RMHC staff for stepping up to serve our families and keep them safe in rather unusual times. And to our dear volunteers, we thank you for your commitment, knowing that many of you can't wait to help out again as soon as the COVID-19 restrictions are lifted.

Hand in hand, together with all of you, we look forward to journeying with our families towards a better and safer 2021.

Warm regards,

**Linda Ming**

President

Ronald McDonald House Charities, Singapore



2019 Volunteers  
Appreciation Day  
at ToTT  
Singapore



# EXECUTIVE DIRECTOR'S REPORT

RMHC chapters worldwide found themselves in a precarious situation when COVID-19 became a pandemic. Likewise, RMHC Singapore was similarly impacted.

The first sign of the severity of the pandemic was when all volunteer activities had to be suspended. All available resources were channelled to the operation of the core programmes to ensure that support for our beneficiaries would not be disrupted. In response to the situation, our business continuity plan was designed to ensure that should any staff be tested positive for COVID-19, it would not affect the continual operation of the Ronald McDonald House (RMH) at the National University Hospital (NUH). Strict COVID-19 protocols were put in place to screen beneficiaries using our facilities.

The second change to our operation included the repurposing of the Ronald McDonald Family Room (RMFR) at NUH and the Institute of Mental Health (IMH). Both facilities were used by the hospitals for their staff respite when all eateries were mandated to close their dine-in areas. As the pandemic worsened, RMHC Global took an unprecedented move by directing all facilities to stop accepting new families to ensure the safety and well-being of all staff. For smaller chapters like Singapore, we soon closed our house for six weeks when the last beneficiary checked out.

The pandemic challenged the team to adapt to new ways of working. To minimise interactions amongst the RMHC staff, many meetings and discussions were done through virtual platforms. In place of our annual fundraising gala, an online giving campaign was organised to reach out to supporters. Many of these changes that evolved during the pandemic will remain with us and be embedded as part of our operation.

The volunteers were dearly missed during this period. As many of our programmes are volunteer driven, services like Happy Wheels Cart had to take a backseat. I look forward to your return to work together with us again to support the families. RMHC Singapore will also be focusing on strengthening its governance and data protection processes. For the latter, we are working towards achieving the data protection trust mark and put in place other policies to keep pace with the Singapore Code of Governance requirements.

I would like to conclude by thanking all our donors who supported us strongly during our call to "adopt a room night" to raise funds for our operation. Your generosity allowed us to raise up to S\$150,000. We are thankful that this amount is matched dollar for dollar from Singapore Tote Board. This amount raised will help us to continue serving the families in our programme.

**Daniel Ang**  
Executive Director  
Ronald McDonald House Charities, 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 are paramount.

RMHC Singapore is a registered charity 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 considering 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.

## BOARD OFFICE BEARERS

**Ms Linda Ming**  
**President, RMHC**  
Director, Brand Communications  
Hanbaobao Pte Ltd  
(McDonald's Singapore)  
Date appointed: 13 June 2019

**Mr Ang I-Ming**  
**Secretary, RMHC**  
Date appointed: 8 September 2017

**Ms Serene Koh**  
**Vice-President, RMHC**  
Managing Director  
Leo Burnett Singapore  
Date appointed: 13 June 2019

**Ms Belinda Young**  
**Treasurer, RMHC**  
Director  
Centrecourt Group  
Date appointed: 16 June 2020



## BOARD MEMBERS

### Ms Amita Dutt

#### Full Time Consultant

RHTLaw Taylor Wessing LLP  
Date appointed: 13 June 2019

### Ms Andrea Noel Friedman

Date appointed: 3 September 2014

### Ms Diana Ser Siew Yen

#### Freelance Journalist

Date appointed: 8 June 2016

### Dr Donovan Lim

#### Psychiatrist

Institute of Mental Health  
Date appointed: 8 September 2017

### Ms Kaw Jik Hoon

#### HR Director

Asia-Europe Foundation  
Date appointed: 28 January 2019

### Mr Kenneth Chan

#### Managing Director

Hanbaobao Pte Ltd (McDonald's Singapore)  
Date appointed: 14 March 2017

### Mr Keoy Soo Earn

#### Partner & Southeast Asia Leader Mergers & Acquisitions

Deloitte Southeast Asia Associate  
Date appointed: 9 June 2015

### Mr Lim Tze Chern

#### Executive Director

Nomura Singapore Limited  
Date appointed: 8 June 2016

### Associate Professor Stacey Tay

#### Head and Senior Consultant Paediatric Neurology

National University Hospital  
Date appointed: 17 February 2014

S/No	Board Members	Attendance for Board Meetings in 2020				
		06.02.2020	16.06.2020 (AGM)	16.06.2020	12.10.2020	% of Participation
1	Linda Ming	✓	✓	✓	✓	100%
2	Serene Koh	✓	✓	✓	✓	100%
3	Belinda Young	N.A.	✓	✓	✓	100%
4	Ang I-Ming	✓	✓	✓	✓	100%
5	Kenneth Chan	x	✓	✓	✓	75%
6	Keoy Soo Earn	✓	✓	✓	✓	100%
7	A/Prof Stacey Tay	x	✓	✓	✓	75%
8	Andrea Friedman	x	✓	✓	✓	75%
9	Diana Ser	x	x	x	✓	25%
10	Dr Donovan Lim	x	✓	✓	✓	75%
11	Kaw Jik Hoon	✓	✓	✓	x	75%
12	Amita Dutt	x	✓	✓	✓	75%
13	Lim Tze Chern	✓	✓	✓	✓	100%

## Voices of our beneficiaries

“In January 2020, our 5-year-old daughter, Sherelle, experienced seizures and was admitted to NUH PICU. She was diagnosed with a newly known life-threatening disease called autoimmune encephalitis. It became the worst nightmare of our lives; we were engulfed by stress, anxiety, sadness and fatigue. Thus, our doctor referred us to RMHC Singapore. We were invited to use the Ronald McDonald Family Room (RMFR) and later stayed at the Ronald McDonald House (RMH). With both facilities situated near the PICU, we could make arrangements to stay near Sherelle during her time in the ward.

Having a room at the RMH was indeed a crucial help during our ordeal at the hospital. Proper showers and sleep we had in the House alleviated our physical and mental tiredness—enabling us to produce good energy to carry on, do research on Sherelle's condition and have family discussions. Also, chatting with other parents at the facilities gave us good insights into dealing with our own situation.

The RMHC staff were also very caring and professional; they took time to offer support by lending a listening ear and leaving us alone when we needed our solitude time. Thank you RMHC Singapore! ”

- Hendra Ng

“We came across RMHC Singapore when our son was admitted to NUH PICU. We were pleasantly surprised with the facilities they provided. With the Ronald McDonald Family Room (RMFR), parents with a child in the PICU have a conducive environment to step away from the ward to rest and recharge. Light refreshments were also provided. More importantly, the staff manning the facilities were ever friendly and very helpful in assisting us.

We would like to commend RMHC Singapore for the work they have been doing. Thank you RMHC Singapore! ”

- Weiming & Jacqueline





## Voices of our beneficiaries

“Due to a premature birth, our baby daughter, Alexis, was admitted to NUH’s NICU in February 2020. She was later transferred to the PICU in November 2020 and that was when we learned about RMHC Singapore. The night before Alexis’ tracheostomy surgery, we stayed at the Ronald McDonald House (RMH). We were grateful to be able to stay with her at the hospital and comfort her at night and early in the morning before her surgery. It was a challenging time for us. We were extremely worried and under immense stress. Later in December, she had to undergo another surgery.

Throughout the long period of surgeries and recovery, and the added stress of the pandemic, the accommodation afforded to us by RMHC Singapore was vital to our mental and emotional stability. We were able to be by her side nearly 24/7 every day. Also, the RMH was very well maintained with all the necessities we would require such as the pantry, fridge, and washing machine. The room was very comfortable and even had cable television. We felt blessed to have a place to rest in after a long day of care for our daughter.

We would like to thank the staff at RMHC Singapore for the excellent service provided to my husband and I while we were staying there.”

- Yih Chwin & Justin



“We chanced upon the Ronald McDonald Family Room (RMFR) at IMH when we visited the Child Guidance Clinic. We were attended to by the kind and gentle staff member, Mr. Mano Ramasamy. He was very patient with us and made our long wait at the clinic more bearable.

I would like to convey my sincere thanks to RMHC Singapore for caring for caretakers, like myself, by offering a lovely space for us to rest and relax.”

- May Chia

“I came to know of the Ronald McDonald Family Room (RMFR) at IMH, conveniently located near the Child Guidance Clinic, in early 2018. At that time, my son was an inpatient of the Children’s Ward which was on the same level as the clinic. My mother and I would often go to the Family Room to pass time and get some rest while waiting for visiting hours. At the Family Room, we also got to know other caregivers like us. Now that my son has become an outpatient of the Child Guidance Clinic, we would still go there to have a short respite while waiting for his turn to see his doctor or psychiatrist.

What I like about the RMFR is its cosy ambience, the refreshments offered and of course, the friendly staff who often talked to us during our visit.

As a caregiver, I am very pleased to know that there is such a place like the Ronald McDonald Family Room at IMH!”

- Esther



## OUR CORE PROGRAMMES DEFINE US

### Ronald McDonald House @ NUH

Opened in January 2013, the Ronald McDonald House (RMH) at the National University Hospital (NUH) is a ‘home away from home’ that has been serving families of children receiving treatment at the NUH for the last 8 years.

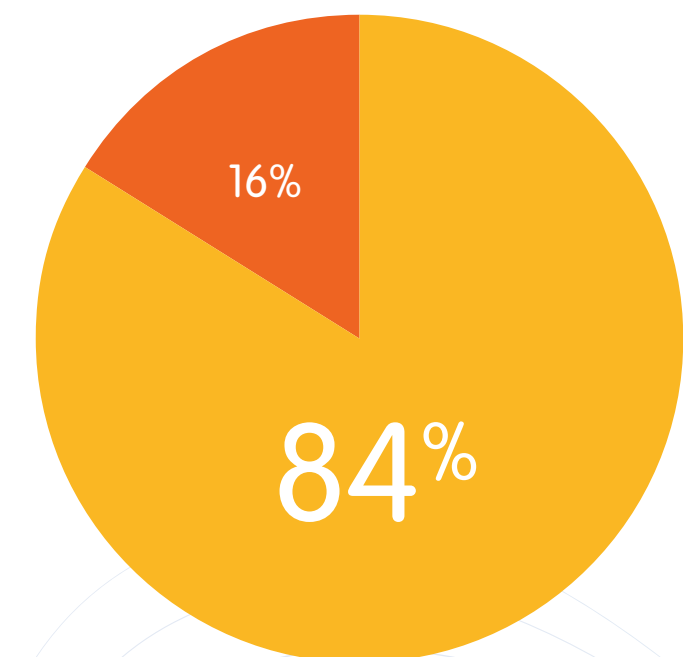
The House has provided a total of **11,014** nights’ accommodation for **930** families over the last 8 years.

OCCUPANCY BASED ON 4 BEDROOMS	2018	2019	2020
Number of Families Served	123	144	94*
Nights of Accommodation	1,453	1,428	1,180
Number of Families Turned Away	15	3	23
Waitlist Room Nights	95	152	59
Occupancy Rate	99.5%	97.3%	80.6%
Average Stay per Family	12 days	10 days	13 days

\*The decrease in the number of families served in 2020 was mainly due to the COVID-19 pandemic which affected the number of cases admitted to NUH Paediatric Intensive Care Unit (PICU) and High Dependency (HD) units. Furthermore, the Ronald McDonald House (RMH) at the National University Hospital (NUH) was closed from 18th of April to 1st of June 2020 for safety measures.

#### NATIONALITIES OF RMH GUESTS IN 2020

- Singapore Community
- Foreigners





OUR CORE PROGRAMMES  
DEFINE US

Ronald McDonald Family Room @ NUH

YEARLY IMPACT ON FAMILIES	2018	2019	2020
Number of Families Served	628	746	352*
Number of Registered Guests Served	1,380	1,454	629
Average Length of Usage per Family Member	17 days	4 days	5 days

\*The decrease in the number of families served in 2020 was mainly due to the COVID-19 pandemic which affected the number of cases admitted to NUH Paediatric Intensive Care Unit (PICU) and High Dependency (HD) units. Furthermore, we temporarily handed over the use of the Ronald McDonald Family Room (RMFR) at the National University Hospital (NUH) to the hospital from 30th of March to 2nd of July 2020 to offer respite for healthcare workers during those trying times.

Since its opening in 2016



3,005  
families served

5,961  
registered family  
members served

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, read or watch television
- Resting corner to relax, nap and recuperate
- Internet access



Ronald McDonald Family Room @ IMH

Operational since December 2017

IMPACT ON FAMILIES SINCE OPENING	2018	2019	2020
Number of Families Served	395	211	93*
Number of Registered Guests Served	512	287	123
Total Usage for the Year	1,964	4,790	2,404

\*As a result of the COVID-19 pandemic, we saw a decrease in the number of families served in 2020. Furthermore, we temporarily handed over the use of the Ronald McDonald Family Room (RMFR) at the Institute of Mental Health (IMH) to the hospital from 30th of March to 15th of July 2020 to offer respite for the healthcare workers during those trying times.

5%

95%

The Ronald McDonald Family Room (RMFR) at the Institute of Mental Health (IMH) is an oasis for young patients and their families. It provides a safe and calming space for inpatients, allowing them to interact and relax with their parents comfortably. Similarly, outpatients can wait in the peace and comfort of the Family Room for their medical appointments.

● Singapore Community ● Foreigners



# OUR COMMUNITY OUTREACH PROGRAMMES AMPLIFY US

Globally, RMHC has seen tremendous growth in their services to support children in hospitals worldwide. Many RMHC chapters, including Singapore, have been expanding beyond their traditional core programmes to strengthen their family-centred care mission to deliver more innovative services that address the unique needs of the communities they serve. Nonetheless, due to COVID-19, many of these community outreach programmes were put on hold for safety reasons.

## Community Outreach Programmes @ NUH

### Happy Wheels Cart Programme

Since April 2019, we have been spreading joy with the Happy Wheels Cart Programme at the Khoo Teck Puat - National University Children's Medical Institute (KTP-NUCMI). Our volunteers would push a Happy Wheels Cart to designated areas of the KTP-NUCMI, offering complimentary food and drinks to children and their families while striking up conversations and sharing about RMHC Singapore. This simple idea of hospitality not only creates an emotional connection with families, but also enables us to highlight the mission behind our Charity.

This programme has also received corporate sponsorship of food and drink items: Boncafé Singapore for providing full sponsorship of their

ready-to-drink beverages, iCafé collection; Unilever Singapore for co-sponsorship of Wall's chocolate and vanilla ice cream cups; and Malaysia Dairy Industries Pte Ltd (MDI) for co-sponsorship of Marigold UHT Low-Fat Milk, Marigold UHT Chocolate Flavoured Milk and Marigold 100% Apple Juice 200ml.

The Happy Wheels Cart Programme was temporarily suspended from February to July 2020 due to COVID-19 pandemic restrictions. It was resumed with caution in August in response to the KKTP-NUCMI's request. It was staff-led upon resumption of the programme. We served approximately 2,085 children in 2020.

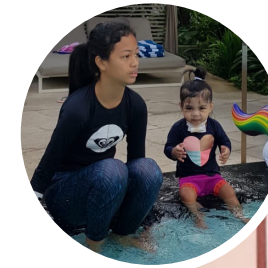


### Family Respite Care Programme

Piloted in the third quarter of 2019, the Family Respite Care Programme was established as an extension of the RMHC's mission to "keep families close". By providing parents with some respite in the form of a hotel staycation, it allows them to take time out to look after themselves and attend to the needs of their other children.

We offer 4 main options available for families:

- Option A** 5 days respite care for the child at an organisation equipped to care for the complex medical needs of the child (as referred by the doctor).
- Option B** 5 days respite care for the child and 3 days 2 nights staycation for both parents with RMHC Singapore hospitality partner.
- Option C** 5 days respite care for the child and 3 days 2 nights staycation for both parents and other healthy children with RMHC Singapore hospitality partner.
- Option D** Should the child be medically stable to go with the family for a staycation, the family can opt for 3 days 2 nights staycation for the entire family.



Referrals for this programme come from the NUH Home Care Teams while we collaborate with Assisi Hospice for respite care of the child when needed. Also, through the contribution of hotel stay vouchers from our key hospitality partners—Park Hotel Group, Pan Pacific Hotel Group and Far East Hospitality, families are able to take a 3 days 2 nights staycation in the respective hotels.

From its inception in late 2019 to early 2020, there were 13 referrals (including one referral from KKH) and 5 confirmed placements. However, due to COVID-19, the programme was temporarily suspended until further notice.

### Monthly Birthday Parties @ Ward 47

Every child deserves a birthday celebration even when being hospitalised for treatment. With the support of various community partners, RMHC holds monthly birthday parties for the children of Paediatric Ward 47 at NUHS, bringing them smiles and treats during their birthday month. As a result of COVID-19, the programme was temporarily suspended until further notice.



### Oncology Snack Packs

At the Viva-University Children's Cancer Centre located at NUH Medical Centre, the children receiving oncology treatment have been enjoying their snack packs—often a moment cherished. We are extremely thankful to the individuals and corporations who have joined us in supporting this worthy cause. In 2020, 874 Happy Snack Packs were distributed.



# Community Outreach Programmes @ IMH

## Cards from the Heart Programme

"A collaborative initiative by the Institute of Mental Health (IMH) and RMHC Singapore, Cards from the Heart Programme targets inpatients who are children and adolescents with history of chronic self-harm or recurrent suicidality. Through this programme, inpatients who are discharged from IMH receive a series of postcards with cheerful illustrations accompanied with motivational quotes. The aim is to re-connect with these youths and show care.

Studies have shown that contact after discharge can make a difference in the lives of these youths by reducing some forms of suicidal behaviour such as self-harm and suicidal ideation. Thus, the intent of this programme is to augment protective and resilience factors for these youths post-discharge by countering feelings of isolation and alienation, fostering positive emotions and sense of social

connectedness, and encouraging relationship building. Since October 2019, the pilot project has reached out to 40 youths for a period of 12 months after their discharge from the ward. Besides the postcards, these youths also received McDonald Gift Certificates that would encourage them to have meals with family members or friends whom they could bond with.

The simple gesture of sending a card represented the kind thoughts from the care team; it was a way to touch base with the patients to encourage them in their recovery journey. It is in hope that this initiative can go a long way in reducing suicidal behaviour and needs of readmission among youths."

### Mr Brian Poh

Senior Clinical Psychologist  
Child Guidance Clinic (Sunrise)  
Institute of Mental Health



## Breakfast to Bond Programme

Sponsored by McDonald's Singapore, the monthly Breakfast to Bond Programme encourages more informal interaction, beyond the clinical settings, between young patients who are warded at the Sunrise Ward at IMH and the multidisciplinary care team. During these breakfast bonding sessions, the kids tend to be at ease and are willing to share their feelings and thoughts. Such information is documented by respective care team members as a reference during their treatment. At the same time, both patients and healthcare professionals can take a breather and enjoy a good McDonald's breakfast.

Nevertheless, the Breakfast to Bond Programme was temporarily put on hold from May to December 2020 due to the limited crew and riders scheduled in the McDonald's store and no visitors were allowed at the ward during the Circuit Breaker period.

## Chinese New Year Family Bonding Dinner at Sunrise Ward

Thank you Campaign Complete Solutions Pte Ltd for organising a Chinese New Year dinner celebration on 23 January 2020—allowing the inpatient kids and their family to bond over dinner during the festive period!

## Christmas Giveaway at the Child Guidance Clinic

A Christmas giveaway to the kids at the Child Guidance Clinic at IMH was made possible thanks to Xogi Marketing Pte Ltd for sponsoring the McDonald's ice cream cone moulds and Ms Lynn Wong for sponsoring the chocolate fillings!





# CHAMPIONS AND VOICES OF OUR CAUSE

## Our Volunteers

One of the many challenges RMHC Singapore faced during the COVID-19 pandemic was the suspension of volunteers. This is mainly because our volunteers are an integral part of the charity organisation as they selflessly contribute their time, talent and expertise in serving our families at the Ronald McDonald House and Ronald McDonald Family Room as well as supporting our community outreach programmes.

Nevertheless, it is vital for us to ensure their well-being and those they serve especially during a major health crisis. Following the lead of RMHC Global, the Singapore Government and both National University Hospital (NUH) and the Institute of Mental Health (IMH), volunteer engagement was momentarily halted in 2020.

When it is safe to do so, we look forward to working together with our valuable volunteers again.

“ I view the COVID-19 pandemic as a test for humanity. Together, we must learn to accept and adapt. Being a volunteer with RMHC Singapore, I wish to be able to resume volunteering soon or provide any remote support to the Charity in any way possible. ”

**Lam Seow Ping**  
RMHC Singapore Volunteer



“ My past experience volunteering with RMHC Singapore to assist in manning the Family Room and House at NUH was meaningful and gratifying. Prior to that, I brought my students to RMHC Singapore for a CSR programme. I hope that RMHC Singapore will continue with these opportunities post-COVID. ”

**Tan Lay Theng**  
RMHC Singapore Volunteer



“ RMHC Singapore provides a space for the families to take a break, rest and refuel while their child is receiving medical care in the PICU/HD ward. To play a part in this process is extremely rewarding! ”

**Chris Arthur**  
RMHC Singapore Volunteer

## Bereavement and Grief Training

To equip our volunteers with better skillsets in building rapport with parents, the second Bereavement and Grief 101 training session organised by RMHC was conducted by NUH Medical Social Workers on 9 January 2020.





# Our Fundraisers

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

## Eastern Pacific Shipping Pte Ltd (EPS)

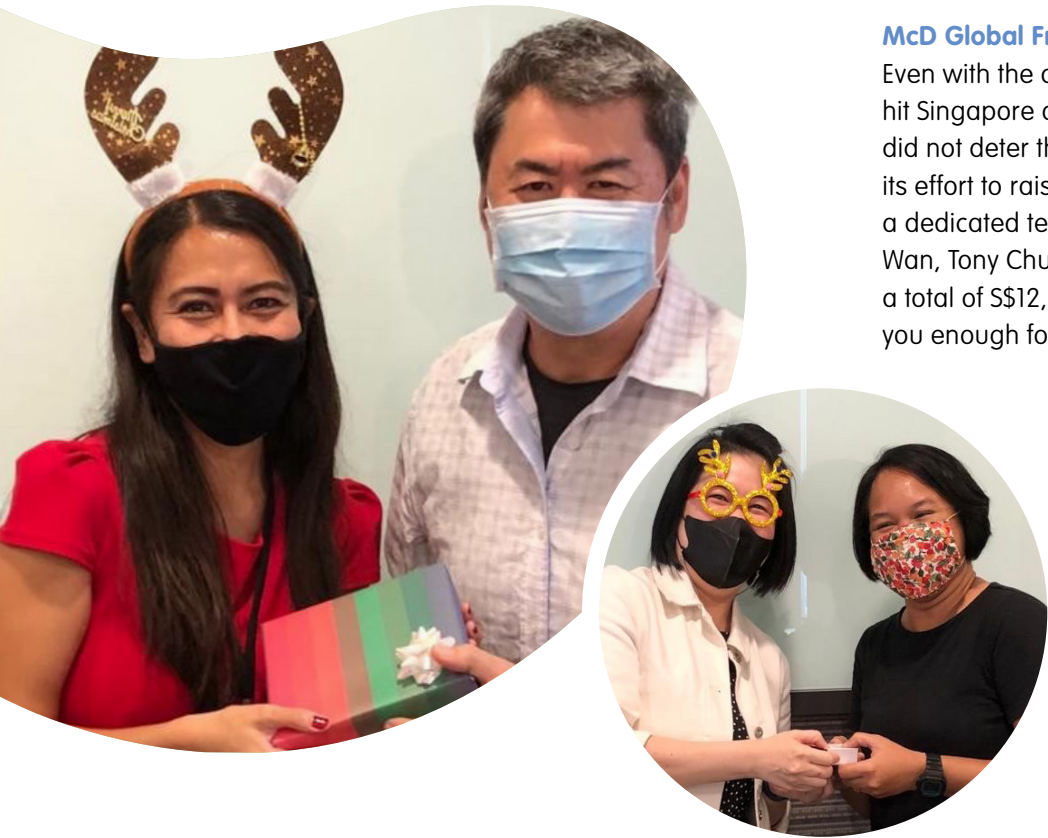
We were humbled to be chosen as one of the seven beneficiaries for the “Walk, Run, or Cycle Around the World for Charity” fundraiser organised by Eastern Pacific Shipping Pte Ltd (EPS). This fundraiser is part of the EPS Cares Initiative, a programme designed to support people and charities through donations, fundraising and volunteer work. During the fundraising period, EPS employees at sea and shore and corporate partners made an attempt to walk, run, or cycle 40,075 kilometres collectively. Why 40,075? Because according to EPS, this is roughly Earth’s circumference, so together they want to “Walk, Run, or Cycle Around the World for Charity”!

At the end of the event, not only have they raised a total of S\$42,656 for RMHC Singapore, but they have collectively covered a total of 72,400km, breaking their initial goal!



## McD Global Franchising Limited (MGFL)

Even with the ongoing pandemic situation that has hit Singapore and countries around the world, that did not deter the 2020 Social Committee to continue its effort to raise funds for RMHC Singapore. Led by a dedicated team (Liew Li Li, Kraft Hazel, Mohd Zam Wan, Tony Chua and Cheng Siew Siew), they raised a total of S\$12,675. Thank you MGFL! We can’t thank you enough for your annual support!



## Super Bean International Pte Ltd

Families at the Ronald McDonald House (RMH) and Ronald McDonald Family Room (RMFR) at NUH get a special treat from Mr. Bean on every Thursday.

Thank you, Mr. Bean, for supporting our weekly afternoon tea. Our families love them!



## Stars of Christmas 2020

Stars of Christmas is an annual community programme championed by OUE Limited and Mandarin Orchard Singapore to spread the joy of Christmas during the festive season.

This is the 3rd year that RMHC Singapore was invited to participate at this very meaningful initiative. This year, 100 beneficiaries have benefitted from the event!



# OUR RELATIONSHIPS CONNECT US

## RMHC Online Fundraising Campaign 2020

Like many other events that were disrupted by COVID-19, RMHC Singapore was also not able to hold its annual Gala Fundraiser. As many of you know, this event helps to raise essential funds to provide support for families looking after critically sick children. However, in its place, we ran a virtual fundraising campaign and successfully raised over S\$150k. This will fund approximately 1,050 room nights and benefit over 100 families. Thank you to all corporate and individual donors for the continuous support. Your generosity is extremely valuable to us because our strength comes from your support, compassion and spirit of giving.



## BIG LOVE, BIG THANKS

from RMHC Beneficiaries



"We were able to take turns to rest and recharge while caring for our daughter."

Mr Ho Choong On &  
Ms Goo Siew Lin,  
Parents of Ho Wen Xi



"We were overwhelmed with stress, anxiety, despair and fatigue until we were referred to Ronald McDonald House Charities Singapore."

Mr Hendra Ng,  
Father of Sherelle  
Hall Wirawan

"We are *thankful to RMHC Singapore* for looking into the comfort and well-being of the caregivers during our difficult moments."

MR MOHAMAD HELME & MS ANA,  
PARENTS OF NABILAH MOHAMAD





# OUR RELATIONSHIPS CONNECT US

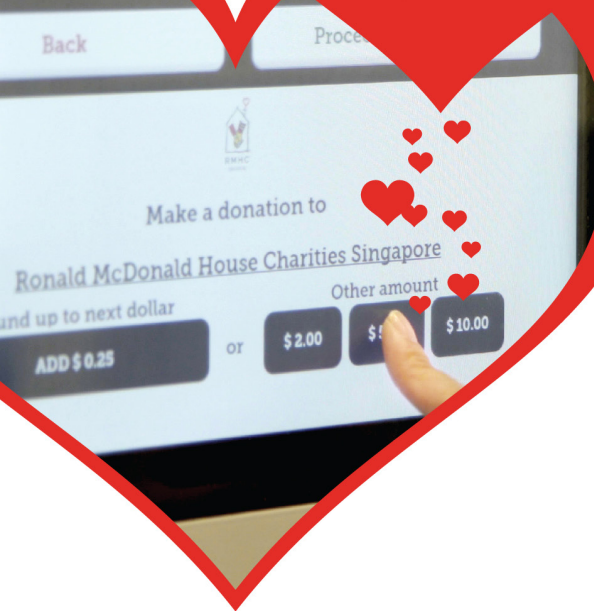
## Our Invaluable Partnership with McDonald's Singapore

RMHC Singapore has been the charity of choice for McDonald's Singapore since its inception in 1989.

Donation boxes are placed in 134 McDonald's restaurants across Singapore. A total of S\$115,030 was collected by way of loose change and donations from the general public. Through the donation platform on all the Self-Ordering Kiosks (SOK), a total of S\$340,515 was collected.

Our deepest appreciation to the general public in Singapore for their generous contribution through McDonald's.

Just a TAP  
to show some  
LOVE



## McDonald's Singapore – McHappy Day November 2020

McDonald's ran its McHappy Day campaign, an annual fundraising to help sick children and families supported by RMHC Singapore. The campaign focused on creating awareness on the ease of donating to RMHC via the self-ordering kiosks in all restaurants simply by rounding up to the next dollar or selecting a specific dollar amount. A two-fold increase in donations was achieved as a result of the campaign.

## Thank you, McDonald's Singapore, for your efforts in 2020!

- McDonald's contributed S\$138,625 to RMHC from 5 cents raised from every Happy Meal sold.
- Through the McHappy Day campaign, a total of S\$100,169 was collected in the months of November and December.
- Donation boxes placed in 134 McDonald's restaurants and the SOK donation platform raised over S\$455,000.
- Together, the above efforts have helped us cover at least 80% of our overall expenditure in 2020.





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Our deepest appreciation & thanks to our Sponsors & Supporters!

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## MAKE A DONATION

Help us bring a smile to the families  
caring for their sick children.

Please visit our website for the Audited Financial Statement for FY2019.

In partnership with Khoo Teck Puat – National University Children's Medical Institute



**Ronald McDonald  
House Charities®**  
Singapore

Keeping families close

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