

Close to Care, Close to Heart

For 19-year-old Joshua Glanz, the need for heart surgery was something he and his family had long anticipated. He had a valve issue that required correction, and in May 2024, the time came for a crucial surgery with Dr. Fraser at Dell Children's Medical Center to ensure his heart would function properly.

While Joshua was in surgery, his mother, Mary Ellen Glanz, faced the agonizing wait every parent dreads. Far from home, she needed to stay close by as her son recovered. **The Ronald McDonald House became their lifeline during this overwhelming time.** With the help of a social worker, Mary Ellen secured a room at the House, giving her a place of refuge while she stayed near Joshua's bedside. "The first week we stayed after the surgery, we were able to rest, regroup, and be close to Joshua," Mary Ellen recalls. "But just a week and a half after going home, fluid built up behind his heart, which is common after surgery. We had to return to Dell Children's, and Joshua needed another procedure."

Once again, the Ronald McDonald House was there. "I stayed at the hospital with him during the surgery, but when we knew we'd be back for longer, I called the social worker. Two days later, we were back at the House. **It was such a relief to have a place where I could shower, have meals, and just breathe for a moment before going back to Joshua's side.**"

For Mary Ellen, staying at the House meant more than having a bed or a hot meal—it meant being able to focus on Joshua's healing without the stress of mounting financial burdens. **"When you're in the middle of a medical crisis, the costs just keep adding up—hotel stays, meals, everything on top of the medical bills. Having the Ronald McDonald House there made all the difference."**

After his second procedure, Joshua even spent time recovering at the House, a comforting, quieter space close to his doctors but away from the constant noise of the hospital. **The support of the Ronald McDonald House allowed Mary Ellen and Joshua to stay together during their journey, and to focus on what mattered most—Joshua's recovery.**



"I stayed (at the House) and could have meals and a shower and then I could walk back and forth to the hospital. Having a place to shower and having meals and all of that...nobody can afford that. Regardless of what your circumstances are, you think about a family trying to pay the rate for a hotel and meals on top of the medical bills and there's no way."

- Mary Ellen Glanz



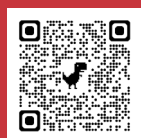
Fall Wish List

Every item donated from our Wish List helps to support the thousands of families that are served by RMHC CTX. During this season of giving, consider hosting a Wish List drive to collect items (all items must be new!)

Items that we are currently most in need of include:

- Paper towels
- Sweet snacks
- Breakfast bars
- Peanut butter crackers
- Cheese crackers
- Water cups
- Coffee cups
- Toilet paper
- Protein bars
- Pretzels
- Chex mix
- Cheez-its
- Microwave mac 'n cheese

View Full Wish List:



Bandana Ball

The 35th Annual Bandana Ball, chaired by Susan Lubin, was held on October 10th! With Ferguson Family McDonald's serving as the presenting sponsor of the evening, and Bitsy Henderson as the honorary chair, the event raised over \$620,000 to support families going through a pediatric medical crisis. Guests gathered at the Bullock Texas State History Museum to support the RMHC CTX mission, enjoying live music, whiskey tasting, and most importantly, heartfelt RMHC CTX family stories. The live auction, led by Heath Hale of Cowboy Auctioneer, was an especially entertaining portion of the evening.

To all involved, THANK YOU for your amazing generosity at this special annual event.



A Message from Thomas Kim, CEO

As we near the end of 2024, I reflect on the incredible impact we've made together this year. **At Ronald McDonald House Charities of Central Texas, we have continued to provide much-needed care and support to families navigating some of the most challenging moments of their lives.**

Through September of this year, **we've served over 980 adults and children at the Ronald McDonald House**, offering over 7,442 room nights to families needing a place to stay near their child's hospital. Our 91% average occupancy rate underscores the critical role we play in helping families during their medical journeys. Additionally, **our seven Ronald McDonald Family Rooms have provided over 2,829 nights of rest and respite to families** inside local hospitals this year.

Through our Happy Wheels Cart program, we've reached over 16,300 individuals in hospitals, distributing over 24,200 comfort items to children and their caregivers, all made possible by the unwavering support of our volunteers and donors. **In October, we launched our Happy Wheels Cart program at Texas Children's Hospital North Austin Campus, expanding our reach to nine hospitals in the Central Texas region.**

Beyond the numbers, we continue to strengthen our programs this year, including a **new partnership with the Austin Center for Grief and Loss** to enhance our HOPE Support Group, which provides free group counseling to families who have lost a child. We've also added a Spanish-language option for the virtual support group, extending our reach to even more families in need of compassionate care.

We are also making exciting strides toward our A Place Like Home campaign. This \$30M expansion initiative is aimed at eliminating our waitlist and providing even more families with the comfort and care they need. **By reimagining our approach, we are moving towards a phased plan to add 51 new rooms across the Austin area, including a location in North Austin and additional rooms at our Mueller campus.** This expansion will ensure families can stay close to their child's hospital, regardless of where the child's medical journey occurs, thereby avoiding the burden of long commutes during such challenging times.

All of this work is possible because of you—our donors, volunteers, and community supporters. Your dedication allows us to be a beacon of hope for families when they need it most. **As we approach 2025, we thank you for your ongoing generosity and look forward to continuing this vital mission together.**

With gratitude,

Thomas Kim
CEO, RMHC CTX



Be the Light

As we approach the holiday season, we invite you to join us in spreading warmth and hope for our families. We're excited to illuminate our Ronald McDonald House and Family Rooms with festive decorations and a celebratory spirit that reflects the love and support of our community.

Your contributions will help us **Be the Light** for these families, ensuring they feel surrounded by warmth and care this holiday season. Let's come together to make a difference!

Presented By:



See the giving opportunities below!
Mail in your gift in the enclosed envelope or visit
rmhc-ctx.org/bethelight
to make a Be the Light donation!

Be the Light Giving Levels:

\$15,000 Shine Bright, Be the Light

Thank you to ABC Home & Commercial Services for being our title Be the Light presenting sponsor! For every new holiday light installation, ABC will make a donation to support families at RMHC CTX!

\$10,000 Santa's Elves

As our Santa's Workshop sponsor, your group of up to 8 has the opportunity to volunteer for one day in Santa's Workshop on December 20th at the Ronald McDonald House, distributing gifts to families.

\$7,500 - \$9,999 Rockin' Around the Tree

Your name or logo will be featured on one of three decorated trees located on the Ronald McDonald House grounds, visible to all families and volunteers.

\$5,000 - \$7,499 Gingerbread Village

Your name or logo will be featured on a gingerbread village in front of the Ronald McDonald House on Barbara Jordan Blvd or in the Brazos Valley Ronald McDonald Family Room garden.

\$1,000 - \$4,999 Happy Holly-days

Your name or logo will be featured on a wreath on a Ronald McDonald House guest room door or Ronald McDonald Family Room door.

\$500 - \$999 Spread Holiday Joy

Our team will send a holiday card to an RMHC family on your behalf.

\$250 - \$499 Deck the Walls

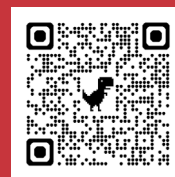
Your name will be displayed at the Ronald McDonald House or in a Ronald McDonald Family Room!

Recognition benefits available until 12/26/24.

Help Friends of the House grow in 2025!

Are you a young professional looking to network and give back to your community? Know someone who is? **Friends of the House is a young professionals group that supports the mission of Ronald McDonald House Charities of Central Texas.** Together, members fundraise, volunteer, and participate in events that bring comfort to our families—plus, it's a lot of fun!

Scan for more information:



Follow RMHC of Central Texas on social media to keep up with organizational updates, donation announcements and urgent program needs:

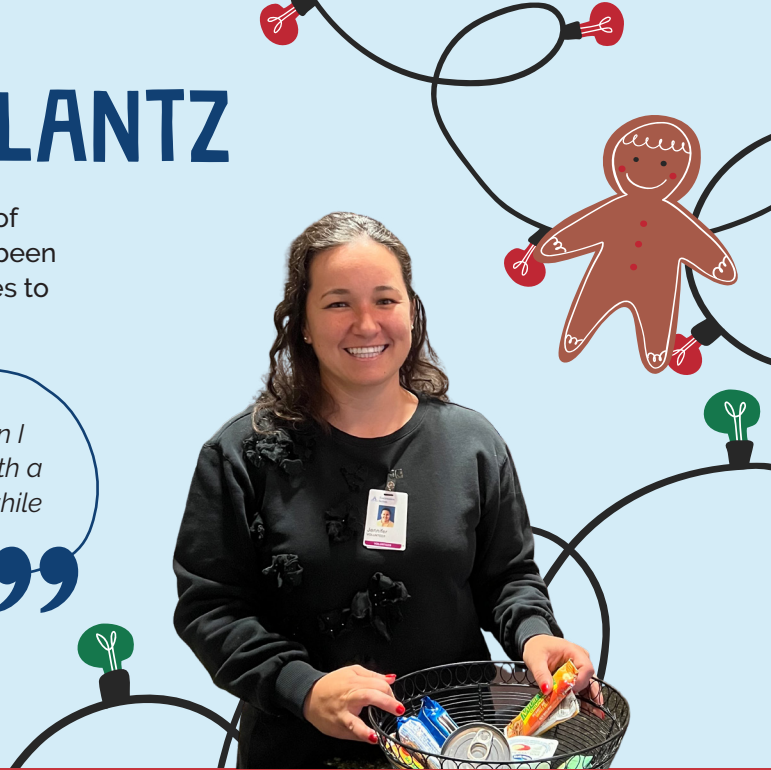
@RMHCCTX

VOLUNTEER SPOTLIGHT: JEN PLANTZ

Jen Plantz began volunteering in the Dell Children's Medical Center Family Room in January of 2022. No stranger to Ronald McDonald House Charities and our hospital programs—Jen has been volunteering with RMHC for over 10 years in 3 different states! When asked why she continues to volunteer, Jen explained:

“I love volunteering in the Dell Children's Family Room because it brings me a lot of joy when I can help a guest make a coffee, provide a listening ear, or watch a Sunday football game with a family. While every Ronald McDonald House is unique, I am proud to help support families while their child is receiving treatment. It is a true honor to end my week in the Family Room!”

Interested in volunteering or know someone who would be a great fit? Scan the QR code for more information!



Meet Kristin Coulter: From Staying to Serving

Stepping into the role of Chief Operating Officer, new RMHC CTX team member Kristin Coulter brings a special touch to her work. Kristin comes with a very personal connection to RMHC CTX—her family stayed with us for 57 days during their own pediatric medical crisis. While her son was recovering in the hospital, Kristin and her family stayed in our House to be close to him. Becoming a familiar face around the House during this time, Kristin has remained involved since her family's stay. Recently, she was the guest speaker at our Champions of the House Celebration Brunch, sharing her story with those not so familiar with RMHC and our mission.

Q&A with Kristin:



Attention Bryan-College Station Friends:

Save the Date for the 2025 Starlight Affair!

Friday, March 28, 2025

Learn more at rmhc-ctx.org/starlight-affair



SUPPORTER SPOTLIGHT: AUSTIN SUBARU

Austin Subaru joined the RMHC CTX family as an alliance partner in January 2024!

Since partnering with us, they have already made a huge impact on our families. They became our Dell Children's Medical Center Family Room sponsor and deliver meals to this Family Room every single month to provide crucial sustenance to families who are staying inside the hospital to care for their hospitalized child. Their precious store pup, Rally, has also paid visits to our Ronald McDonald House, bringing some cheer and cuddles to our families staying at the House! **Chris Hudson, executive manager of Austin Subaru and Subaru of Georgetown** shared a few words about why Austin Subaru chooses to partner with RMHC CTX:

"As a parent, I deeply admire the Ronald McDonald House for their unwavering commitment to the well-being of children and families in need. Their compassionate support provides comfort during life's most challenging moments, offering not just a place to stay, but a source of hope and strength."



Calling all Elves to SANTA'S WORKSHOP

We're gearing up for another year in Santa's workshop and are currently collecting gift bags for RMHC CTX families! Gift bags are due December 18th.

View donation options at rmhc-ctx.org/santasworkshop



Newest Happy Wheels Cart: Texas Children's Hospital North Austin Campus!



We are thrilled to add a 7th Happy Wheels Cart to the Central Texas area through our new partnership with Texas Children's Hospital North Austin!

We proudly now serve nine hospitals in Central Texas with our Happy Wheels Cart program.

WAYS TO GET INVOLVED:

Provide a Meal

Come put your cooking skills to work or order a meal from a restaurant or caterer - breakfast, lunch or dinner - for families staying at the Ronald McDonald House and Ronald McDonald Family Rooms.

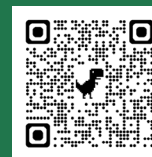


Adopt-a-Room

By becoming an annual sponsor of a guest room in our Ronald McDonald House, you can help create a comforting home-away-from-home for families experiencing a pediatric medical crisis. Interested? Please email development@rmhc-ctx.org.

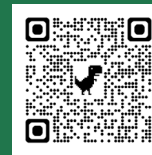
Join Champions of the House

The Champions of the House Giving Circle celebrates the generosity and commitment of donors who give \$1,000 or more per year to provide moments of care & compassion to RMHC CTX families.



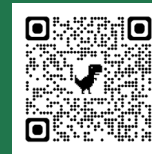
Matching Gifts

Does your company match philanthropic giving? Consider making a monetary gift this season and following your employer's matching gift process to double your impact. Scan to see if your company will match your gift.



Leave a Legacy of Love

One of the best ways you can make a big impact for the future of our organization is by including RMHC CTX in your will. Scan for more info!



**Ronald McDonald
House Charities®
of Central Texas**

1315 Barbara Jordan Blvd., Austin, TX 78723

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NEW RMHC CTX STAFF MEMBERS



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