



Annual Impact Report

Ronald McDonald House®
Central New York



Ronald McDonald
House Charities®
Central New York



We are more than just a place to stay. We are a place to stay strong.

Families with sick children have called our House “home” for more than 40 years. It’s a home that is filled with more than help – it’s filled with hope.

We support family-centered care by providing essential services that remove barriers, strengthen families and promote healing when children receive inpatient or outpatient medical treatment at Syracuse-area hospitals and affiliated clinics.

When a child is in the hospital, family does whatever it takes to stay. By providing a nearby place to **stay at no cost**, our House program gives families what they need to ensure the best health outcomes for their children. We give them a community of support, warm meals and a place to rest. Because when a child is in the fight of their life, family stays.



We saved families \$2,700,000 in 2025

Average cost for families in Syracuse:



A one-night stay at a hotel and hospital parking

One day of meals for a family of four

Cost for families at the Ronald McDonald House:



A one-night stay (parking included)

Warm, balanced meals and more

2025 Impact: By the Numbers

1,060

family members stayed for a collective total of 5,318 nights

2,000

people served by our Hospitality Carts

15,954

meals served to families through our Meals That Heal program

291

in-kind and Meals That Heal donors

1,000+

volunteer hours donated at the House and at events

155

children and parents each received multiple gifts through our Holiday Shoppe

356

welcome and NICU bags provided to families, including age-appropriate toys, books, clothing, maternal health items and toiletries

20+

visits from Wiggins, our volunteer therapy dog



Expanding Our Programs: Serving More Families — Better

Hospitality Cart

We launched a new program in partnership with Crouse Health, including two Hospitality Carts stocked with complimentary care items to enhance the comfort of families. Volunteers bring the carts to families at the Walter R.G. Baker Neonatal Intensive Care Unit; the Kienzle Family Maternity Center; the Pediatric Recovery Care Center; the Pomeroy Emergency Services Department; and hospital-affiliated clinics, including Pediatric Cardiology Associates and Pediatric Urology.

“A volunteer visited me right before I visited my son in the NICU, when I absolutely needed a pick-me-up. My daughters have been asking when they can meet their brother, and the cart brought me a cute little bear that I was able to give to the girls from their brother until he’s able to meet them at home. I can’t accurately express how much it meant to me and meant for my daughters. Thank you!”

– Mother of NICU patient



Founding Mission Partner Spotlight: McDonald's

As our founding and forever partner, McDonald's is part of the fabric that makes up the Ronald McDonald House. Their continuous support allows us to serve even more guest families — better — and we are eternally grateful.

While McDonald's is our largest corporate partner, we strongly rely on support and donations from the entire community and our corporate partners.



Corporate Mission Partner Spotlight: NBT Bank

For over a decade, NBT Bank has been a valued corporate mission partner, supporting our mission through volunteerism, committee and Red Shoe Society involvement, and generous financial support.

“NBT Bank invests in organizations that strengthen our communities, and the Ronald McDonald House does exactly that for families during their most challenging moments. We're proud to contribute, and our employees are always eager to give their time to an organization that makes such a meaningful difference. It's a privilege to stand alongside them and help advance their mission.”

– David Kavney, President of Central New York and Pennsylvania, NBT Bank



Meals That Heal At Home

Our new program helps care for families beyond their stay with us. Families who are checking out are sent home with a bag of nonperishable food for breakfast and dinner and also given an Aldi's grocery gift card to purchase perishable items.

Nutrient-Dense Meals That Heal

As part of a new initiative within our Meals That Heal program, we are working with a registered nutritionist to enhance our snack and meal offerings. The goal is to properly fuel nursing mothers, children receiving treatment and their families. We also offer an expanded breakfast bar with waffles and yogurt, donated monthly by Chobani.

“Going through a medical trauma is like standing in the pouring rain, and the Ronald McDonald House didn't just hand us an umbrella, they held it open for us.”

– Mother of NICU patient who stayed with her husband and daughters



\$1,000,000+ raised locally in 2025 through McDonald's restaurant fundraisers, Round-Up programs, donation boxes and contributions from owner/operators



Get Involved

Help Families Stay in Their Children's Fight

Thanks to your generous support and donations, we provide families with a community of support, warm meals and a place to rest, **all at no cost to them.**

If you have a desire to help, we will find a way to use your time, skills or talents. To learn how you can get involved — including supporting one of our events, joining a committee or volunteering — please email house@rmhcn.org.



Scan the code to learn more



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