



Keeping families close®

July 2020

Message from CEO, Michael Fantom:

To our amazing family of supporters,

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Throughout the COVID-19 pandemic, Ronald McDonald House Charities® of New England has remained focused on fulfilling our mission – to develop and support programs that directly improve the health and well-being of children and their families. Our highest priority is the health and well-being of the families we serve, the staff and volunteers who carry out our mission, and our community. Although we suspended our volunteer programs and services to new families, we remained open to the families who called RMH Boston Harbor and RMH Providence “home” prior to the COVID-19 quarantine. Today we are still providing 4 families at RMH Providence with all the support, care, comfort and safety they need as they continue to focus their energy on their hospitalized children.

We are diligently working towards re-opening to new families in accordance with federal, state and local guidelines in Rhode Island and Massachusetts along with the support of RMHC Global. A 4-phased plan of reinstatement is carefully being put into place. With this plan comes significant changes to our program operations to ensure the highest level of caution to prevent the exposure and spread of COVID-19.

This process moving forward will be one of continual learning and keeping up to date with the newest information about COVID-19. There are many factors to be considered as we progress, and we will continue to consult with medical experts and other trusted leaders as we determine our path forward. We will need to continue reevaluating our processes and adapting as the latest information becomes available. As always, our top priority is the safety and well-being of our families, staff, volunteers and our communities we serve.

COVID-19 has presented us all with challenges we could have never imagined. The implications COVID-19 has on RMHC New England is far reaching. Our organization is now faced with significant revenue loss as a result of the pandemic. We are so thankful for the resilience of our community of supporters who helped lift us up and allow us to continue providing our services to families throughout this quarantine. As we rebuild our fund development plan and re-open our programs, our 2 Houses, 2 Family Rooms and 2 Care Mobiles, we will continue to seek the much needed support of the community. One thing we are certain of is even though the world seemed to have stopped, unfortunately childhood illness did not. The need for our programs is greater now more than ever and we thank you for continued support.

Fondly,

A handwritten signature in black ink that reads "Mich G. Fantom".

Michael G. Fantom

Chief Executive Officer