



# Frequently Asked Questions Peoria House Phone-a-thon

**Thank you** so much for volunteering to help us with the WEEK phone-a-thon! While on the phones, you will undoubtedly receive questions. Below is a bit of information regarding Ronald McDonald House Charities® of Central Illinois, as well as some frequently asked questions & answers regarding the Peoria Ronald McDonald House.

***Please review the following information and familiarize yourself with it before you begin taking phone calls.***

***REMEMBER: When in doubt, simply state that you are unsure of the answer but that you can have a staff member follow up. In this situation, please take down the question, as well as the contact information for the person who asked so that we can follow up with him/her.***



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

## ***About Ronald McDonald House Charities of Central Illinois***

- Ronald McDonald House Charities of Central Illinois is here to serve and sustain families when catastrophe strikes the most cherished part of their lives - their children.
- Ronald McDonald House Charities of Central Illinois provides a supportive place for families to stay while their child is receiving medical care and supports programs that directly improve the health and well-being of children.
- The Springfield House annually supports approximately 300 families.
- The Peoria House will support an estimated 700 families a year.

### ***How is the Ronald McDonald House affiliated with McDonald's?***

McDonald's is our Mission Partner and largest corporate donor. The restaurant chain was instrumental in opening the first RMH in Philadelphia and continues to be instrumental in the operations of houses worldwide.

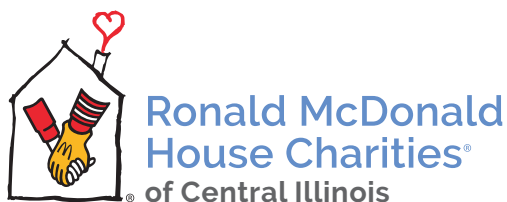
### ***Doesn't McDonald's pay for everything the Ronald McDonald House does?***

Portions of the annual operating costs for Ronald McDonald Houses are graciously funded by Owner/Operators of local McDonald's restaurants through in-store campaigns.

### ***In what ways do McDonald's Owner/Operators support the local Ronald McDonald Houses?***

**Local McDonald's Owner/Operators support us through:**

- Conducting the annual ***Give a Little Love*** fundraiser each February
- Partnering with us for promotional and fundraising special events.
- Serving on our Board of Directors
- Hosting RMHC donation boxes in the restaurants and drive-thrus.
- Donating in-restaurant sales of USA Today and local newspapers.



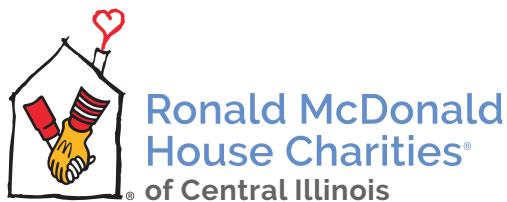
# ***About Peoria RMH***

## ***What does the Peoria Ronald McDonald House look like?***

- The Peoria Ronald McDonald House is about 40,000 sq. ft and four stories tall.
- It is located at the corner of Spalding Avenue and NE Monroe Street downtown.
- The first floor is reserved for community spaces, which includes:
  - large central family/guest kitchen
  - 50-person dining room
  - family room
  - toy store
  - game room
  - arts & crafts room
  - community room.
- There is playground outside with a secure access point.
- Parking is available in a lot across the street off Spalding.

## ***How many families can stay at the Peoria Ronald McDonald House?***

- The Peoria Ronald McDonald House has a total of 22 mini-suites available located on the 2nd and 3rd floors.
- Each mini-suite sleeps up to five guests and includes a private bathroom.
- The fourth floor is shelled-out for future expansion.



## ***Why is there so much community space planned?***

- Community spaces are intentional at the Ronald McDonald House.
- In addition to giving families a place to stay, we want families to have a place to reset and recharge, so they can be the best advocate for their child that they can be.
- Many RMHC of Central Illinois families say the support they get from other RMHCCI families is invaluable in their journey.
- These community spaces give families a place to build friendships, celebrate victories and offer comfort to one another.

## ***Will there be an area dedicated to pediatric cancer patients?***

- The second floor of the Peoria House is home to the "The Dax Wing" and is open to pediatric cancer patients.
- Fully sponsored by the DAX Foundation, the wing includes five mini-suites, a sitting area, laundry room and playroom that is separate from the rest of the facility
- This space allows immunocompromised visitors a place of their own.
- The DAX Foundation was founded by Julie Locke to honor her son Dax, who passed away in 2009 from AML M7 leukemia.
- The foundation donated and raised \$1 million to build The Dax Wing at the Peoria House.

## ***Who is involved in the Peoria House build?***

- A 25-person committee of Peoria area residents has been meeting for the past year to bring the new House to Peoria.
- The committee is Co-Chaired by Terry Clark, local McDonald's Owner/Operator, and Julie Locke, Founder of the DAX Foundation. The Honorary Chair is Gordon Honegger, Chairman Emeritus of Morton Community Bank.
- Design and construction partners include Farnsworth Group and River City Construction.



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## ***What is the total cost of the Peoria House Build?***

- We are in the midst of a nearly \$8M Capital Campaign to raise money for the Peoria RMH.
- As of November 2019, generous donors have helped us raise 80% of the needed funds. We are continuing to rally support to raise the additional \$1.5 Million.

## ***How can I help?***

- Everyone can help, even if you are only able to donate a dollar or an hour of your time.
- In addition to helping pay off the Peoria House, ongoing funds for annual House operations will be needed at an estimated \$1 million each year.

## ***Can I make a corporate donation or a donation in honor of someone?***

- Through the Adopt-the-House Program, donations may be given to honor, recognize or memorialize individuals, families and businesses or to commemorate special occasions.
- Specific room donations range from \$15,000 to \$100,000 and include a special plaque outside the room to recognize your donation.
- Room sponsorships can be paid over a period of three years?

## ***Will there be volunteer opportunities at the Peoria Ronald McDonald House?***

**Yes!** We cannot operate without the support of volunteers. Please visit our website ([rmhc-centralillinois.org](http://rmhc-centralillinois.org)) and click on the "volunteer" tab. Some volunteer opportunities will include:

- **Guest Chef Program** – you, your church group, your book club, etc., can sign up to come to the House and cook a meal for our families. You must prepare the meal in the Ronald McDonald House, unless you purchase it from a restaurant or store that has an industrial kitchen.
- **Group Volunteers** – we welcome groups of up to 20 people to come to the House to volunteer. Projects may include cleaning the House, seasonal projects (weeding, snow removal), sorting recyclables, etc.
- **Guest Service Volunteers** – include administrative, hospitality services, House refresher, and welcome desk guest relations volunteers. These volunteers help keep the House running smoothly by volunteering on a regular shift basis (weekly or bi-weekly). Tasks may include checking families in/out of the House, answering the phone, receiving donations, and assisting staff.



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