



around the HOUSE

THE LATEST UPDATES FROM RMHC OF THE SOUTHWEST • SPRING EDITION 2021
3413 10th Street | Lubbock, Texas 79415 | 806.744.8877 | Fax 806.744.3652 | RMHCsouthwest.com

One House

• One Mission

• One Heart

RMHC FAMILY FEATURE

Meet Ivan Rubio and his mom,
Patricia Millard of El Paso, TX



On August 20, 2017, 9 year old Ivan Rubio was in a fire, burning 67% of his body.

Ivan and mother, Patricia Millard were flown from El Paso, to Lubbock where Ivan was admitted to the UMC Burn Unit.

After admission to the Unit, Patricia was informed that her son would require in-patient treatment for 3 to 6 months. With no connections in Lubbock, Patricia did not know what she would do.

Unable to plan for such an event, she had not come to Lubbock prepared for even an overnight stay, much less a stay of several months. She arrived with only her son and great uncertainty. Concern for her son's health and recovery was foremost in mind, followed closely with the realization that she had nowhere to go and no resources with which to plan. A UMC social worker quickly learned of the situation and referred Patricia to Ronald McDonald House Charities of the Southwest.

Patricia remembers, "I didn't know what the Ronald McDonald House was until the social worker started the process of registering us. Someone called it a shelter, and I'd seen shelters so I was thinking, 'Oh my god, am I going to be on a cot?' But I had to have

RMHC FAMILY ROOM @ UMC SERVING FAMILIES



In compliance with UMC safety directives, temporary restrictions to the RMHC Family Room operations were required.

RMHC is pleased to announce, as of February 26th,

THE FAMILY ROOM IS OPEN!

RMHC exists to serve the families of children receiving medical treatment. Family Rooms are an extension of the House, providing respite from the hospital environment. Allowing parents to remain only steps away from their hospitalized child.

We are so happy to see more families being served through the Family Room Programs. **Would you like to volunteer in the UMC Family Room?** Contact the office or download the RMHC of the Southwest app to fill out the Volunteer Application.

DID YOU KNOW... EVEN SIBLINGS GET TIRED?

Imagine your sibling is hospitalized and your whole family is staying in a strange place. Even when that place is as nice as RMHC, children need an age appropriate outlet at the end of a long hospital day.

Brothers and sisters are important at RMHC. The in-house play space is regularly sanitized for children to have a safe place to enjoy.



Do YOU live in **ONE** of these 68 Counties?

TX: Bailey, Lamb, Hale, Floyd, Motley, Cottle, Lubbock, Cochran, Hockley, Terry, Crosby, Dickens, King, Knox, Youkum, Martin, Howard, Taylor, Lynn, Garza, Kent, Stonewall, Haskell, Throckmorton, Gaines, Dawson, Borden, Scurry, Fischer, Jones, Shackelford, Stephen, Andrews, Mitchell, Nolan, Callahan, Eastland, Winkler, Loving, Ector, Midland, Coke, Glasscock, Sterling, Runnels, Coleman, Brown, Ward, Crane, Upton, Reagan, Tom Green, Irion, Concho, McColloch, Reeves, Pecos, Crockett, Schleicher, Menard, Mason, Sutton, Kimble, Terrell, Brewster

Southeastern NM: Chaves, Eddy, Lea

COUNTY FRIENDS

Help RMHC know what is happening in the counties we serve!

Email: shalah@rmhcsouthwest.com

Family Feature continued ...

somewhere to go. I came in here and I was like wow, it's like I'm staying at a hotel. It's so very nice.

"The staff made sure I was comfortable here and that I had everything I needed. The first time when I came and walked into the empty room with no personal belongings – on my bed I saw a bag with everything I needed in it. It had shampoo, conditioners, body soap, toothbrush, toothpaste, lotion, and even a change of clothes. That made me feel like, 'I've got it all!' I was able to rotate washing my 2 sets of clothes in the laundry room until my family brought me more things for my long stay.

Reminiscing on her stay, Patricia shared, "When the staff would announce that someone was cooking, and I walked toward the kitchen, I could smell the food being made and it made me feel so comforted. It made me feel wanted and like I had someone with me through the experience. I wasn't lonely.

"So I got a room here and this is where I stayed for 3 months. I would go to the hospital and come back to my room and had a nice place to come back to every day. I would go visit Ivan and tell him, 'You won't believe that I'm staying at Ronald McDonald's home!' and he would say, 'You mean like, Ronald McDonald like from McDonald's?' I'd say, 'Yes! McDonald's Home!' He wanted to come and see for himself, but of course he couldn't leave the hospital then.

"I was able to walk between the hospital and The House and do what I needed to do. I had somewhere to eat, somewhere to rest, somewhere to wash.

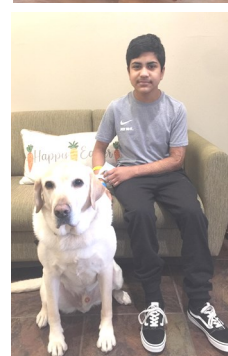
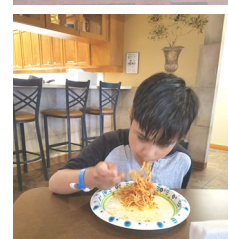
"RMHC even took in my family. When they would come to visit they were able to stay with me here in room 10, I'll never forget the room number. My family was amazed at this place too.

"We stayed through October and finally were released to go home. We have come back many times for follow-ups and 6 additional surgeries. Each time we stay at RMHC and get a different room, so we're just trying them all out through the years!

"You really get attached to the people here and you build a family here. Now Ivan gets to stay at Ronald McDonald's House too, when we come! He loves getting his picture taken with the big Ronald McDonald out front and getting to spend a little time with his friend Jax. [The Ronald McDonald House therapy dog.] He's growing up here! When I first came here he was 9, and now he's going to be 13!

"When I get home and I see my family and friends I always tell them, 'When you see that little donation box at McDonald's DONATE, because it works! Everybody that donated their change helped ME so much to have somewhere to stay so I tell everyone to donate!'

"I came here to RMHC alone and afraid, but when I left, I was leaving behind my new family. If you all weren't here I don't know what I would have done."



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KEEP FAMILIES CLOSE!

VOL NTEER for RMHC, *Just Missing "U"*



COMING FULL CIRCLE

Eight years ago, Annika was in an accident. Her family stayed at the Ronald McDonald House. Annika and her brother Max were featured in a photo that now graces the elevator inside the Ronald McDonald House.

Now at student at Texas Tech, Annika recently visited RMHC to donate items from our wish list. She plans to volunteer during her time in Lubbock to give back in her own way. Welcome home, Annika!

ONE meal: MANY families GUEST CHEFS NEEDED

YOU AND YOUR GROUP CAN HELP!

Guest Chefs help feed our families each day. Schedule the meal, bring the ingredients and cook a meal that provides care and comfort to the families of sick children. This can be an awesome team building experience for any group. If you would like more information, contact Cindy at 806.744.8877. For the most up to date meal calendar availability, download the RMHC of the Southwest App in your app store.



33 YEARS AND COUNTING!



RMHC OF THE SOUTHWEST celebrated our 33rd birthday on March 10th. Celebrating birthdays is a big deal at RMHC of the Southwest! When families face the unknown of a medical crisis, celebrating everyday things matters. RMHC celebrates staff birthdays, the therapy dog, Jax' birthday, and when the charity's birthday rolls around, we take a break to celebrate.

The past year has been full of exceptions to rules and traditions for everyone, but with The House full of families, it was a joy to share our traditional birthday with Shamrock Shakes from McDonald's!

You can help!

Donate for your birthday or have a birthday fundraiser in honor of RMHC!



ONE kitchen

CURRENT HOUSE NEEDS:

- Travel-sized toiletries
- Individual Kleenex packages
- Coloring books
- Food-safe gloves (all sizes)
- Cutlery packets (fork, knife, spoon)
- Disinfectant spray
- Individual cereal cups



Deliver to The House @ 3413 10th St., Lubbock, TX 79415.

ONE way to DONATE

Shopping on Amazon? Send items directly to The House using this RMHC Shopping List located at this link: <https://a.co/3aExl9Z>



*Please note that online orders may not be sent with notice of sender. If you send directly from a supplier, please let the office know. We want to properly thank you!

Volunteer Highlight



Lily Axon volunteers in the Family Room as well as serving as our new Kitchen Captain 2 days a week.

RMHC of the Southwest

PRESIDENT'S CORNER

Dear Friends,

We have just passed the one-year mark of the initial pandemic lockdown in Texas, and after a year of change, growth, and reflection we are stepping into this new season with hope and a new “spring” in our step. If the past year has taught us anything, it’s that we are stronger united. We are made up of many different people with different beliefs and cultures – but we are ONE charity committed to keeping families together through their child’s sickness or injury.

The Ronald McDonald House Charities of the Southwest serves an amazing sixty-eight counties across the South Plains and beyond – this is an amazing number of families, volunteers, donors, and staff members that are committed to building up our community and meeting the needs of the families who are experiencing great hardship and difficulty. Though the needs are many, our **ONE** mission is able to meet and surpass those needs because of the love and support of everyone both behind-the-scenes and up front and center.

If you have given to the Ronald McDonald House Charities of the Southwest in the past year, whether it be your financial support, volunteer hours, in-kind services, or your thoughts and prayers during the pandemic when we were all “together” in our isolation, we would like to extend a heartfelt and overwhelming THANK YOU. It is because of you that we are able to support families during their greatest time of need, and we would not be where we are without you.



Emmanuel Ramirez
President and CEO

Many blessings,

Emmanuel Ramirez

THE VALUE OF VOLUNTEERISM

Joe Love Nelson is a Lubbock name synonymous with non-profit organizations. Nelson has been volunteering for at least 50 years.



While visiting with Joe Love about volunteering she said, “We got here [to Lubbock] in ‘61 and I started volunteering with the church. We were helping migrant families by teaching and sharing useable skills.

“From there it went from one thing to another. Church, YWCA, the Junior League, PTA, Camp Fire... well there’s been a few.”

When asked, “What was your ‘WHY’ of volunteering?” Joe Love replied, “I guess I started volunteering because that’s how I was brought up. Then I learned so much, and found as I was helping others, I was getting as much back in a fulfilling and positive way. It stuck. I have served in almost every capacity needed for non-profit organizations. “

“Overall the more I am able to give, the more I’ve learned. The more I’ve learned, the more I’ve been blessed and returning my blessing in volunteering or donations has only given right back to me.”

CONGRATULATIONS, HAN DO

Retiring but Re-Booting! We are pleased to join the McDonald’s Family in a heartfelt Thank You for years of service to McDonald’s Corp. Han, Maggie, Caitlin and Alan Do have given tirelessly with enthusiasm and great passion for the mission of “*Keeping families close*”. We celebrate Han, and eagerly await more involvement with all that extra time (wink wink).



More Than **ONE** Way to Help Families

HOST A FUNDRAISER: Does your group or company want to do something to team build or make a difference? From golf outings, dinners, bake sales, car washes, online drives, raffles, tournaments, give back nights and more, RMHC is a great choice for your next event. Contact Salah or Julie to get started!



BE HAPPY: Did you know that **every Happy Meal** you order and **every penny** left in a McDonald’s drop box directly helps your local families? Little by little, we do a LOT!

POP TABS & CAN RECYCLING IS BACK! Simply bag up pop tabs and cans and bring them to RMHC. It seems like a small thing but it’s a BIG help annually for the families who are served. You can even organize a recycling drive in your neighborhood, school or community.

RMHC BOARD OF DIRECTORS

- Steven Maddux, Board Chair
- Todd Hardin, Board Treasurer
- Jennifer Irlbeck, Board Secretary
- Ty Jones, Past Chair
- Paul Dannevik
- Brian Payne
- Sunshine Stanek
- Brad Stuteville
- Hugo Vargas
- Libby White
- Sydney Witte
- Rich Jones
- Jacoby Madewell
- Robyn Snowberger

Love Letters to: The House That Love Built

Here are a few recent heartfelt **"Thank You"** notes from the families YOUR support has helped.

A family from Plainview, TX

"Thank you. You always remember our family. We always feel like this is our home away from home! Jax has been a wonderful comfort to our little girl since the beginning of her medical journey & the house staff is phenomenal. We feel very blessed by RMHC. You are always in our hearts. We are so thankful for RMHC." ~Rebecca

A family from Roswell, NM

"Thank you RMHC. For 3 months you guys helped keep us going. It was really hard to face the day during surgeries and recoveries but knowing we could get a little sleep, a shower and some meals meant so much to us. Everyone made us feel very welcomed. We appreciate you all letting us stay close to my son while he was admitted in UMC. Everyone is amazing and friendly." ~Vanessa

A family from Fort Stockton, TX

"WOW! RMHC you are too awesome! We have been able to get a few minutes of peace, a cold drink and have a moment to reflect on all things here in Lubbock. Your family rooms are wonderful & appreciated. This is not our first time to use them, but each time we are here for treatments we know we can have a break. ~Jessica

A Family from Muleshoe, TX

"To all the hard working people at RMHC, there are truly no words to describe how much you did for our family. Thank you for taking care of us during our stay and even helping us transition back at home. So many things helped us and we felt safe and cared for by everyone. Hopefully we are on the road to better days. Thank you all! ~Jose

**THANK YOU
TO OUR FRIENDS AT**



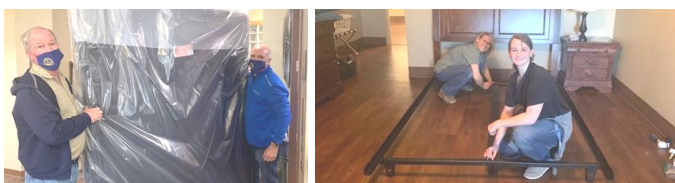
Each month, the Panda Express located at 313 University Avenue in Lubbock, hosts a GIVE-BACK event which allows the local community to support RMHC.

Supporters can order in-person or online at this location on the day of the event. RMHC gets 20% of pre-tax event sales. In the months since this began, Panda Express has given over \$4,000 to RMHC!

To help support RMHC through this monthly fundraiser, watch for dates on social media or be notified via the RMHC of the Southwest app!



Pictured: Lubbock Lions Club - Mallory & Monte Mitchell, Madison Donaway, Russell Donaway, Brad Barnes



ONE house MANY beds

RMHC provides private bedroom suites for each family served. Regular replacement of mattresses ensures beds are comfortable for each family. Corporate partnership with



provides for the regular replacement of mattresses.

With 30 queen sized and 14 twin sized beds requiring transition, a great deal of time and energy goes into this process. With direction of House Operations staff, volunteer groups have been scheduled to assist in the mattress replacement transitions and preparing the rooms for the next guest family.

We are truly grateful for the partnership with Tempur-Pedic and for the labor of love given by our many volunteers to make sure our families are as comfortable as possible during their time with us.

One Charity • One Mission • Many Communities

RMHC of the Southwest Permian Basin

American Heritage Girls Service Project

The American Heritage Girls Odessa troop designated the Spring 2021 service project to benefit the Ronald McDonald Family Room at Medical Center Hospital in Odessa. The focus will change monthly to include items such as: snacks, blankets, baby hats, journals, household products, toiletries, cleaning supplies, etc.



We appreciate the efforts of our many supporters!

SERVING THE FAMILIES OF PERMIAN BASIN



RMHC of the Southwest Family Room at Medical Center Hospital in Odessa remains open and serves families in many ways! RMHC continues to provide respite and comfort for the long hospital days with seasonal goodies like these cute Easter Peep Baskets.

The Family Room is open for families to find a moment of rest and renewal. Four sleep rooms are being utilized by families expecting to have a long-term hospital stay with their child/children.

CHECK OUT OUR NEW FLEET LOOK!



Transportation to hospitals, local businesses, and necessities to “Keep families close” to their hospitalized children is always available for the families at RMHC. In order to best serve the families, RMHC recently updated the fleet with a new vehicle. With new vehicles came the opportunity to update the look! Be watching for this fun new design around Lubbock and across our 68 county service-area!

ONE MISSION
MANY PARTNERS



At Firefly Smart Homes, we love making homes awesome – but our true passion is giving back to the community. One way we do this is to donate 2% of our total revenue to local charities. One is RMHC of the Southwest.

We chose this organization for one reason: it was incomprehensible for us to think of families not being able to stay close to their children in their greatest time of need.

As a father, I can’t begin to imagine the stress these families are going through. While it’s almost paralyzing trying to put myself in their shoes, it reaffirms the choice to partner with RMHC. As long as we are open, we’ll be doing our part to help support this mission.

One final thought: there are many things you can do to support RMHC in addition to financially. Become a **guest chef**. Register at smile.amazon.com and your purchases benefit RMHC. **You can make a difference for these families.**

About Firefly: At Firefly Smart Homes, we make smart homes that **JUST WORK**. With a single mobile app, our clients can control lighting, locks, window shades, multi-room audio/video, security alarms, cameras, and more. If it’s fun, nerdy, and makes your home more enjoyable – you can count on us to do it the right way the first time.

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