Lend a Helping Hand Book

Everything you need to know for your teen, youth group or school to support the Ronald McDonald House of Charlotte!

Teens: Ages 12-17 Years
Thank you for your interest in supporting the Ronald McDonald House of Charlotte! This handbook contains all of the information you should need in order to start a project and get involved!

Our House runs on volunteer power! Volunteers are needed for every aspect of House operations and contribute nearly 40,000 hours to RMH of Charlotte each year. There’s no task too great or hands too small to help the House!

About RMH of Charlotte ................................................................. 3
Collection Projects ........................................................................ 4
Collect Pop Tabs ........................................................................... 5
Sport a Shirt, Share a Night Campaign ........................................... 6
Craft Projects ................................................................................ 7
Door Décor & Table Topper Guidelines .......................................... 8
Year of Love Program ..................................................................... 9
Calling All Teen Volunteers ........................................................... 10
RMH Staff and Contact Information ............................................. 11
ABOUT RMH OF CHARLOTTE

MISSION STATEMENT

RMH provides families of seriously-ill children being treated in area medical facilities with a safe, affordable and caring “home-away-from-home”.

RONALD MCDONALD HOUSE CHARITIES HISTORY

The first Ronald McDonald House opened in Philadelphia in 1974, and there are now more than 360 Houses in 43 countries around the world. More than 10 million families have been hosted at Ronald McDonald Houses worldwide. Every night, more than 10,000 beds are available for families away from home receiving medical treatment for their children.

RMH OF CHARLOTTE HISTORY

The Ronald McDonald House is a “home-away-from-home” for families of critically ill children who travel to our community for medical treatment at Hemby Children’s Hospital or the Levine Children’s Hospital. The House provides more than a comfortable room and meals; it provides a caring environment where families receive the physical, mental, and emotional support they need to care for their sick child.

The Ronald McDonald House of Charlotte is one of 5 houses in North Carolina including Durham, Chapel Hill, Winston-Salem and Greenville. We opened our doors to families in May of 2011. We have 28 guest rooms and serve over 600 families a year. For families of seriously ill children, RMH offers an economic alternative during short-term and extended hospital stays, as well as the support and comfort of other families facing similar medical crises together.
COLLECTION PROJECTS

There are wonderful ways to support our House off-site, including collection projects! These are some of the fantastic on-going collection projects you can do as an individual, family or group that greatly benefit the House:

1. **Organize a Wish List Drive**: Collecting our wish list items is a simple and fantastic way to help the House stay stocked with all the essentials our families need! See our wish list online or our “Wish List Wednesday” posts on Facebook.

2. **Collect Pop Tabs**: Collect pop tabs in your family kitchen, cafeteria, church narthex, neighborhood clubhouse and more! Drop off any quantity of pop tabs at the House for us to take to a recycling center and turn in for money for our House operations fund!

3. **Host a Gift Drive**: We collect gift items for newborns, kids, teens and parents to put in our Holiday Shop offered to families every December. When it’s not the holiday season, we love to receive items we can use to stock our toy closet, for activity prizes, to celebrate birthdays, and fill welcome bags for incoming families.

4. **Collect Pennies for Playtime**: Collect change, save allowance, or plan a fundraiser for Pennies for Playtime to help raise awareness and funds for the House. Contact the Annual Support Manager at (704) 335-1191 for more information.

5. **Host a Third-Party Fundraiser**: Raise awareness and money for our operational fund by holding a bake sale, car wash, oyster roast, or any fundraiser of your choosing!

6. **Organize a Dress Down Day**: Schedule a jeans day or dress down day for your office or class and ask participants to give a set donation in support of the House.

Our doors are open from 8am-8pm 7 days a week to receive donations and deliveries:

1613 East Morehead Street
Charlotte, NC 28207
What are “pop tabs?”

Pop tabs are the little aluminum flip-tops on most soda and other aluminum beverage cans. They are small, clean, easy to collect and they don’t typically get as sticky as the rest of the cans. Ronald McDonald Houses all over the world have been involved in pop tab programs for decades!

Who collects them, and why?

School groups, churches, businesses, scout troops, individuals....you name it, there are folks collecting tabs for our House. Some store their tabs in a Ziploc bag at home and bring them in when the bag gets full, others engage their entire community in collecting tabs and bring in hundreds of pounds! It costs nothing to start collecting tabs, and it’s an easy way to donate!

What does the House do with the pop tabs?

We’re doing something that is both environmentally conscious and good for our House! Most of the tabs are taken to a recycling center and turned in for money. Since aluminum prices vary, we receive anywhere from 15 cents to 75 cents per pound for our tabs. When you consider that we recycle hundreds of pounds of tabs a year, this can really add up! Some of the tabs are also used to create pop tab jewelry that is sold at some of our special events.

What is the Million Tab Challenge?

The Million Tab Challenge is a way for groups to add a note of friendly competition to their pop tab collecting! Groups try to collect 1 million tabs (about one thousand pounds of tabs) in a year!

How do groups enroll in the Million Tab Challenge?

There are informational packets about the Million Tab Challenge at the House and on our website. Groups can contact our Annual Support Manager for additional information!

You can drop off any amount of pop tabs at the RMH front desk between 8am-8pm, 7 days a week!
SPORT A SHIRT, SHARE A NIGHT CAMPAIGN

Although it costs $142 to host a family for one night at Ronald McDonald House, families are asked for a small voluntary donation per night for their stay. For many families, even this small amount is a financial burden. Ronald McDonald House never turns a family away due to inability to pay, and so we are inviting members of the Charlotte community to sponsor these families in need.

We ask for your support of the Ronald McDonald House of Charlotte by way of participation in the statewide “Sport a Shirt, Share a Night” program.

On the designated day in April or May, thousands of people in communities across North Carolina will “sport” a $10 Ronald McDonald House t-shirt in order to “share” a stay for one night at Ronald McDonald House with a family in need. We hope that you and your family will choose to join us for this year’s event!

It’s easy to support “Sport a Shirt, Share a Night” and the Ronald McDonald House of Charlotte:

1) Designate one Friday in April or May as “Sport a Shirt, Share a Night” day, when everyone is encouraged to wear their Ronald McDonald House shirts.

2) Place an order through the House or appoint a Team Coordinator for your group. The Team Coordinator will encourage others to make a $10 donation in exchange for a t-shirt. The Team Coordinator is responsible for accepting donations, submitting your company’s t-shirt order, picking up the shirts in April and distributing the shirts to participants.

If you are interested in being a part of our “Sport a Shirt, Share a Night” program, please visit the Sport a Shirt, Share a Night page of our website or contact our Special Events Manager at (704) 335-1191.
CRAFT PROJECTS

There are fantastic ways to support our House from home, on your own or with a group!

1. **Craft Decorations:** Delight our families and make the House feel more like home by dropping off your hand-crafted table top centerpieces or guest room door décor! Please reference our décor program guidelines or call the House to receive craft ideas or suggestions.

2. **Design Cards:** Decorate cards to show support and love for our guest families! Simple messages like “welcome to the House with a heart,” “you rock,” or “shine bright” bring a smile to our guests’ faces. Alternatively, you can design unique blank or generic cards that can be used by guests or staff to send their own personal messages!

3. **Assemble Goody Bags:** Decorate goody bags and fill them with small items for either adults or children, such as playing cards, game books, stickers, puzzles, notebooks and more! Goody bags will either be delivered to guest rooms or set out for families to help themselves on their way to the hospital.

4. **Make Pillow Cases:** Using a sewing machine or hem tape, make decorative standard size pillow cases for guests to use on their pillows to brighten their hospital or guest room or serve as a keepsake when they return home. Styles for boys, girls and adults are all appreciated!

5. **Decorate Onesies:** A lot of the families we serve are here with newborns. Share some love and creativity by decorating onesies in sizes Preemie to 12 Months for our smallest guests! Please be sure to use fabric paint or other non-toxic materials.

If you have any questions about our off-site activities or would like to suggest an idea of your own, please contact the Group Volunteer Manager at (704) 335-1191.

Our doors are open from 8am-8pm 7 days a week to receive donations and deliveries:

Ronald McDonald House of Charlotte
1613 East Morehead Street
Charlotte, NC 28207
DOOR DÉCOR & TABLE TOPPER GUIDELINES

Homemade decorations are always a staple of happiness and comfort, as well as a deliverer of warmth, welcome, and positivity. At the Ronald McDonald House, our guests are families that have traveled away from the comfort of their own homes and communities. We invite you to help the families feel a sense of welcome and delight at the Ronald McDonald House by creating table toppers or door décor to be displayed throughout the House.

IMPORTANT PLANNING TIPS

- Plan to make door décor for 28 rooms and/or table toppers for up to 15 tables.
- Please DO NOT use loose glitter on your decorations – only glitter glue or glitter paint should be used.
- Please do not incorporate candles into your centerpieces. For safety reasons, candles are not allowed.
- Table toppers should have a maximum diameter of 10 inches and a maximum height of 12 inches.
- Door décor should have a hole or string in order to be hung on the hook on the door.
- Please remember that we welcome families of all cultures, beliefs and customs, and therefore, we ask that you avoid religious content. Please do not hesitate to ask us about an idea!
- Door décor and table toppers can be made at your convenience outside of the House and then dropped off at the RMH front desk between 8am-8pm, 7 days a week.

EXAMPLES OF TABLE TOPPERS

- painted vases with handmade paper or tissue flowers
- decorated photo frames with inspirational quotes or images
- snowmen made out of decorated socks and filled with rice
- decorated containers filled with candy
- paper pinwheels in decorated jars
- pine cones decorated as owls

EXAMPLES OF DOOR DECOR

- hanging “mailboxes” full of notes of well-wishes
- seasonal wreaths, signs or ornaments
- colorful construction paper ladybugs and bumblebees
- paper handprint cutouts forming wreaths or banners
- giant paper flowers
“YEAR OF LOVE” PROGRAM

This program is an on-going opportunity that volunteers can join at any point in the year. We have determined our greatest needs and have designated a different activity or donation for every month. This is a great way for students or families to support our House on a regular basis. Whether you complete an activity for one month or 12 months, you’re providing valuable support to our guest families. We welcome having you at the House when making a delivery to RMH between 8am-8pm, 7 days a week, throughout the month.

“Year of Love” Certificate: Complete 12 consecutive months of the program and earn our “Year of Love” certificate! You can register for the certificate program by contacting our Group Volunteer Manager at (704) 335-1191. To earn a certificate, you must register with RMH in order for us to track your contributions.

Newborn Items: toys, rattles, pacifiers, clothes, accessories, etc.

Valentines OR
Decorated Blank Cards

Pantry Supplies
4 or 39 gallon trash bags, parchment paper, or ziplocs
Order “Sport A Shirt”

Travel Size Toiletries
Wear “Sport A Shirt”

Birthday Supplies
cake mix, party hats, balloons, gift bags, etc.

Coins
Spare change, allowance, chore money, or fundraiser donations

Activity Packs
Puzzles, games, or crafts for families to do together at RMH or at the hospital

Pop Tabs
Bring any amount of aluminum tabs from food or beverage cans

Snack Items
Individually wrapped single serving snack items like chips, bars, pretzels, or fruit cups

Holiday Gifts
Gift items for infants, kids, teens and parents for the holidays

Coins
Spare change, allowance, chore money, or fundraiser donations
CALLING ALL TEEN VOLUNTEERS!

The Ronald McDonald House of Charlotte offers high school students an opportunity to serve our guest families through our teen service activities and Teen Volunteer Board program.

Students in grades 9th-12th may participate in House service events or may complete their own service projects off-site. Sign up to receive our bimonthly newsletter just for teens and gain access to special announcements and service opportunities! For instructions on signing up, please visit the teen volunteer page of our website or contact the Group Volunteer Manager at (704) 335-1191.

What is the Teen Volunteer Board (TVB)?

The Teen Volunteer Board (TVB) is a leadership group comprised of high school juniors and seniors who engage in leadership development by leading service activities and planning signature events. Most importantly, members of the TVB serve as ambassadors of the Ronald McDonald House of Charlotte in their school and community. This program requires a high level of commitment and responsibility.

The TVB meets twice a month in the months of September through April. Members plan service events and special celebrations for the House and also participate in "The Big Give"—a special fundraiser asking each member to raise funds for the House that results in a generous gift to RMH at the end of the year!

How can I get involved?

The Teen Volunteer Board requires an application and may require an interview. Due to size limitations, not all applicants will be accepted for service. Applications are due in the spring for the following academic year. Please visit the youth volunteer page of our website to download the application or contact the Group Volunteer Manager at (704) 335-1191 with any questions.
The Staff for the Ronald McDonald House of Charlotte manage and carry out daily operations to support families temporarily residing at the House:

Mona Johnson-Gibson  
Executive Director  
monajgibson@rmhofcharlotte.org

Vicky Seksinsky  
Office Manager  
vicky@rmhofcharlotte.org

Michelle Hunt  
Volunteer Services Director  
michelle@rmhofcharlotte.org

Jess Palacio  
Group Volunteer Manager  
jessica@rmhofcharlotte.org

Cameron Hunter  
Development and Communications Director  
cameron@rmhofcharlotte.org

Emily Ransone  
Annual Support Manager  
emily@rmhofcharlotte.org

Amber Flanagan Kinlow  
Special Events Manager  
amber@rmhofcharlotte.org

Buck Snyder  
Hospitality Services Director  
bucksnyder@rmhofcharlotte.org

Monica Waters  
House Operations Manager  
monica@rmhofcharlotte.org

Jason Murray  
Facilities and Housekeeping Manager  
jasonm@rmhofcharlotte.org

Jacinto Rosario  
Weekday Overnight Manager  
jacintorosario@rmhofcharlotte.org

Leslie Teiro  
Weekend Day Manager  
leslieteiro@rmhofcharlotte.org

Al Jackson  
Weekend Evening Manager  
al@rmhofcharlotte.org

Carson Ries  
Finance Manager  
carson@rmhofcharlotte.org