



RMHC<sup>®</sup>  
Of Central Pennsylvania

Our Families Are  
**OUR HEROES**

ANNIVERSARY ISSUE

*“Because of the Ronald McDonald House and the people associated, we were able to focus our time, resources, and emotions on our family and not worrying about a place to stay.”*

*The Zellner Family*

*From left to right:  
David (dad),  
Millie (sister),  
Tracey (mom),  
and Conrad.*

**The Zellner Family Story**

Imagine, you're expecting a new family member and at your 28-week gestation checkup, you're referred to Penn State Health Milton S. Hershey Medical Center, 100 miles away from your home, for specialized care. That can be a scary and overwhelming moment.

That's where we come in. For 35 years, the Ronald McDonald House® (RMH) in Hershey has been keeping families together by providing temporary housing to out-of-town families of seriously ill children who are being treated at Penn State Children's Hospital.

Many families travel quite a distance to seek treatment for their seriously ill or injured child at Penn State Children's Hospital. For children facing a serious medical crisis, nothing seems scarier than not having your family close by for love and support.

The Zellner family experienced just that. They traveled to Penn State Health for further care. Soon after arrival, the Zellner's medical team decided that mom needed a C-section to minimize harm to the baby.

“My wife, Tracey, was 12 weeks away from the original birth date of our son, Conrad, when we decided a C-section was the best option,” David said.

Two days later, Conrad was born and immediately taken to the Neonatal Intensive Care Unit, where he stayed for over 12 weeks getting stronger.

During this time, the Zellner family stayed across the street at the RMH along with their two-year-old daughter, Millie.

“Millie was a tremendous icebreaker meeting other families either in the play room, when the pet therapy dogs visited, or as I chased her through the hallways trying to sneak Hershey kisses every chance she could get,” David said. “Because of the Ronald McDonald House and the people associated, we were able to focus our time, resources, and emotions on our family and not worrying about a place to stay.”



## Healing Happens Together

Ronald McDonald House Charities® of Central PA (RMHC-CP) is very excited to share with our Central PA community our new partnership with Penn Medicine Lancaster General Health (LGH). On September 25th, 2019, we opened our new Ronald McDonald Hospitality Kiosk in the Seraph-McSparren Pediatric Inpatient Center. The new program provides a welcoming environment; offering nourishing snacks, drinks, health and beauty aids, small activities and a place of respite for families while their child is receiving essential medical care.

We believe Healing Happens Together and are honored to partner with Lancaster General Health to provide comfort and support to help families cope, enabling them to better focus on their child's recovery. Our joint family-centered approach means that caregivers are able to be there physically and emotionally for their children, actively engaged in their child's medical care and making informed decisions with their medical team.

The Hospitality Kiosk highlights our organizational growth and our 35 years of service to families, helping them stay together and near the care and resources they need.



THE CENTER OF YOUR LIFE  
AND OURS

### At the Seraph-McSparren Pediatric Inpatient Center, your child is our top priority

When your child needs hospital care, Penn Medicine Lancaster General Health's new Pediatric Inpatient Center is the place to turn. From innovative technology and large private rooms to family-centered services and amenities, we designed every detail to give children and parents enhanced support and comfort during your stay. More importantly, our partnership with nationally ranked Children's Hospital of Philadelphia (CHOP) ensures your child has access to the very best experts in pediatric care. We're the only center in Lancaster staffed 24/7 by doctors from CHOP and nurses who are all pediatric certified. [Learn more at LGHealth.org/Kids](http://LGHealth.org/Kids)

Seraph-McSparren  
Pediatric Inpatient Center

 Penn Medicine  
Lancaster General Health

# Our History

Thirty-five years of keeping families together, inspiring strength, and giving comfort and support to families whose children are receiving essential medical care.



## 1984 - Welcomed First Guest Family

The Ronald McDonald House in Hershey opened its doors on Nov. 19th and welcomed the first guest family to the original 13-bedroom home.



## 1993 - Eight Bedroom Wing Added

An eight-bedroom wing was added to the Ronald McDonald House in Hershey and is dedicated to the memory of Bob Burgess and his daughter, Pamela, through the Burgess Foundation.



## 2000 - Ronald McDonald Family Room Opened

The Ronald McDonald Family Room was opened at Penn State Children's Hospital, featuring computers, laundry area, shower and a place of respite for families.



## 2009 - 2010 Groundbreaking & Grand Opening for Expansion

Ground was broken to expand the 20-bedroom Ronald McDonald House to 35 bedrooms. Grand opening of expanded 35 bedroom House.



## 2013 - Hospitality Cart Debut & Family Room Renovated

The Hospitality Cart debuts at Penn State Children's Hospital supplying pediatric patients and their families with snacks, small games, arts, crafts, and personal care items. The Ronald McDonald Family Room is renovated with new appliances and furniture.



## 2019 - Ronald McDonald Hospitality Kiosk Opens at Lancaster General Health

The Ronald McDonald Hospitality Kiosk debuts at Penn Medicine Lancaster General Hospital in the new Seraph-McSparren Pediatric Inpatient Center providing a welcoming environment; offering nourishing snacks, drinks, beauty aids, small activities and a place of respite for families.



**178,340+**

**Overnight Stays  
at the Ronald McDonald  
House in Hershey since 1984**

**34,000+**

**Individual Family Stays at the  
Ronald McDonald House in  
Hershey since 1984.**

# OUR HEROES

**2,144+**  
**Volunteers**

**through Individual and Group  
Volunteer opportunities at  
the Ronald McDonald House  
in Hershey, Ronald McDonald  
Family Room and Hospitality  
Cart at Penn State Children's  
Hospital.**



# A Look Back: Celebrating 35 years of Keeping Families Together

In November of 1984, our doors opened to the first family who stayed with us at the Ronald McDonald House in Hershey. Since that time, we have grown to include our Ronald McDonald Family Room and Hospitality Cart services at Penn State Children's Hospital and most recently our new Ronald McDonald Hospitality Kiosk at Penn Medicine Lancaster General Hospital.

In this special anniversary issue, we will showcase the impact our services have on the families we serve by sharing our history through a family story, volunteer spotlight, expansion timeline, and more.

We have a lot to celebrate here at RMHC of Central PA. Most of all, we want to celebrate our Central PA community for its generosity and support over the past 35 years. We couldn't have done it without you. Here's to the next 35 years!

Sincerely,

*Karla*

Karla Mitchell  
*Executive Director*



## Volunteer Spotlight

**Ann Kroh**

**Volunteer for 35 years**

"Ann brightens our families days when she is here and is always willing to offer a helping hand," said, Alyssa, Volunteer & Operations Manager.

Ann volunteers as a Warmer at the Ronald McDonald House in Hershey. She helps tidy up the kitchen areas and assists the housekeepers with their daily responsibilities at the House.



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

745 West Governor Road  
Hershey, PA 17033-2304

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**Help us celebrate our 35th Anniversary  
by donating to our 35in35 campaign!**

**[www.35in35.org](http://www.35in35.org)**

**Help us reach our goal of \$35,000!**