

# 2018 Impact

Operation  Smile  
Canada



# What You Accomplished in 2018

## 3,253

SURGERIES

Healing **2,561** patients around the world with **3,253** life-changing cleft lip and palate surgeries.

## 7,096

MEDICAL VOLUNTEERS

Supporting **7,096** medical volunteers, including **56** Canadians, who donated **397,012** hours at an estimated value of **\$40,509,000** CAD.

## 4,914

HEALTH ASSESSMENTS

Providing **4,914** health assessments. For many children, their first medical examination ever.

## 420

DENTAL PROCEDURES

Helping **3,018** additional patients at Operation Smile's Comprehensive Care Centre in Honduras with **5,984** consultations, **420** dental procedures and **18** surgeries.

Unless otherwise stated, the figures presented reflect our most recent fiscal year, which ran from July 1, 2017 to June 30, 2018.



## 35

SUCCESSFUL MISSIONS

Championing **35** successful missions in **14** countries.

- 📍 Bolivia
- 📍 Brazil
- 📍 Dominican Republic
- 📍 Ecuador
- 📍 Ghana
- 📍 Guatemala
- 📍 Honduras
- 📍 Malawi
- 📍 Mexico
- 📍 Morocco
- 📍 Nicaragua
- 📍 Panama
- 📍 Paraguay
- 📍 Peru



## On the Cover: Georgina

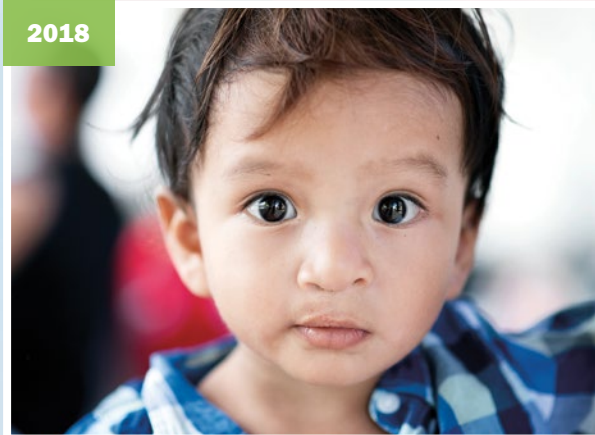
You provided 5-year-old Georgina (pictured here and on the cover) with cleft surgery during one of our medical missions in Malawi. When she returned for a follow-up examination, local Operation Smile volunteer speech therapist Morgan Silungwe (pictured below) helped correct her speech impediment. In 2018, you transformed the lives of thousands of children like Georgina in Malawi and 13 other countries.



## Cleft-Free Honduras

Why did 18-month-old Yeikob (pictured right) receive safe, effective and timely surgery? Because of the commitment of our donors and years of hard work. In 2018, the dream of a cleft-free Honduras finally became a reality. Honduran children like Yeikob no longer have to suffer on a lengthy waiting list, praying for a day that might never come. Learn more about our global impact strategy in this report.

2018



2017



# Expanding Your Impact by Training Local Medical Professionals

Supported by you, **45** international educators trained **201** local medical professionals from **11** countries in 2018.

Thanks to you, more and more local surgeons are able to correct cleft conditions as well as other facial deformities because of the training they received from Operation Smile's world-class volunteer plastic surgeons.

**We truly believe in teaching a person to fish, rather than just giving them one.**

You have enabled **surgical training rotations** in countries like Rwanda, Guatemala and India. In addition to treating cleft lip and palate patients, these rotations teach surgeons a wide range of techniques to effectively heal burn, trauma and surgical wounds, which represent a significant need for plastic surgery in most countries.

While performing cleft surgery during a 2018 mission in Madagascar, Operation Smile plastic surgeon Dr. Lora de Mae Guzman (pictured second from left) of the Philippines, accompanied by a translator (pictured far right), trains Drs. Briand Rakotomanga and Ravaka Rakotorahalahy of Madagascar.

Anesthesiologists, nurses, speech therapists and others also receive training.

In fact, local medical professionals now make up 80% of volunteers on our international missions and 100% on our local missions. By providing training, equipment and supplies at the local level, we can grow the healthcare capacity of entire communities while efficiently reducing our expenses.

*"Operation Smile empowers Rwandan doctors so patients don't have to wait for foreign doctors to come and provide these surgeries."*

*— Andrew Karima, Rwanda's Operation Smile Program Coordinator*

The bottom line: You're giving new smiles and better lives to even more children and families, tomorrow and beyond.

On behalf of the board of directors, thank you for partnering with us!

Sincerely,

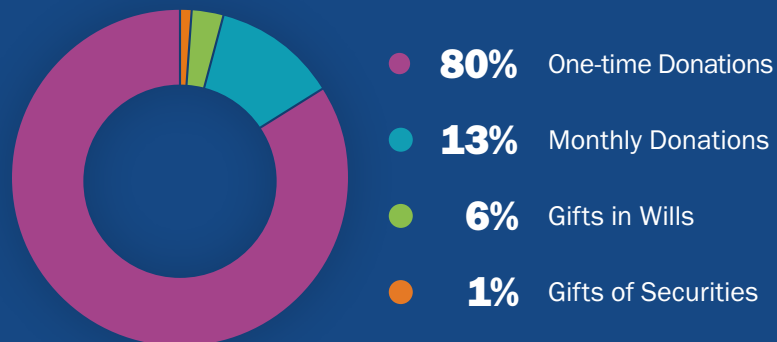
**Ken Wilson, MD**

*Dr. Wilson is a Canadian plastic surgeon who has volunteered on over 45 missions in Africa, Asia and Latin America. He is Operation Smile Canada's current board chair.*



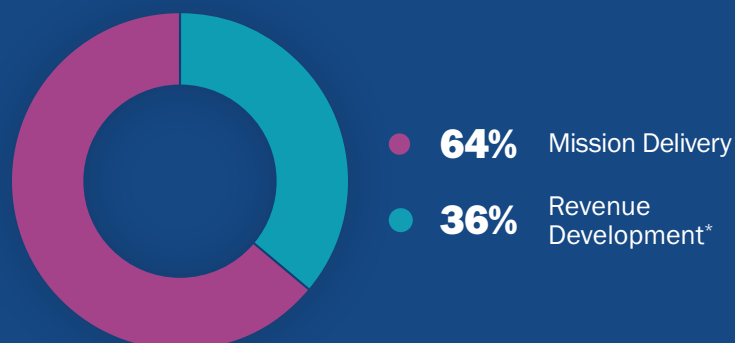
# Accountable to You

## HOW YOU SUPPORTED US



**Total Revenue for Fiscal Year 2018: \$11,199,813**

## HOW WE INVESTED YOUR SUPPORT



**Total Expenses for Fiscal Year 2018: \$11,663,508**

\* Reflects an annual fundraising cost-covering grant from our US partner.

Our financial statements are available online at  
**[www.operationsmile.ca](http://www.operationsmile.ca)**



**Only seven years ago**, Operation Smile in Canada became a reality. We're so grateful to have your trust in these early years of investment and growth—a pivotal time when your support makes a crucial difference.

We are happy to report that Operation Smile Canada is in a good and stable financial position, with a growing base of donors, sustaining monthly Smile Partners and investment partners who enable us to stay laser-focused on our strategic priorities. Together, we're committed to a bold, compassionate vision: A cleft-free world in which no child suffers on a long waiting list and communities throughout developing countries have life-saving access to safe surgery.

As we continue to engage more Canadians to our mission, we'll further reduce our fundraising cost ratios. Our goal, like yours, is to maximize our annual investment in programs. We're accountable to you and we simply cannot achieve this without you.

Sincerely,

**Lori A. Tymchyk, CPA, CA & Mark Climie-Elliott, CFRE**

*Lori Tymchyk is Operation Smile Canada's current board treasurer and Mark Climie-Elliott began serving as the new CEO in April 2018.*





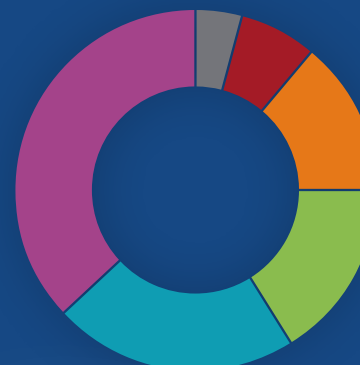
# Your Strategic Investment in Global Change

Thanks to your investment and trust in us, we're accelerating toward our vision of a cleft-free world, with the strategic framework necessary to realize it.

Our current global strategy is fourfold: **Cultivating Relationships**, **Building Trust**, **Strengthening Credibility** and **Achieving Sustainability**. We leverage all four, sometimes two at a time, in the 60+ countries where we're active.

Here's what that looks like:

## PROGRAM EXPENSES BY TYPE



- 37% Medical Supplies & Equipment
- 22% Shipping & Cargo
- 16% Volunteer Travel, Accommodation & Food
- 14% Honduras Care Centre Support
- 7% Training for Local Medical Professionals
- 4% Patient Transportation, Shelter & Food

MADAGASCAR



BOLIVIA



COLOMBIA



HONDURAS



### Cultivating Relationships

- › **Assessing** country's infrastructural and systemic challenges
- › **Partnering** with government, health and non-profit organizations
- › **Investing** in international medical missions
- › **Providing** medical training to local medical professionals

### Building Trust

- › **Expanding** international medical missions and introducing local medical missions
- › **Growing** local medical volunteer base through education and training programs
- › **Creating** national patient registries
- › **Organizing** awareness and outreach campaigns

### Strengthening Credibility

- › **Championing** local and international medical missions
- › **Developing** comprehensive care centres to act as hub and provide year-round care
- › **Extending** missions into remote communities with heavy barriers to care

### Achieving Sustainability

- › **Sustaining** comprehensive care centres and local and international medical missions
- › **Eliminating** backlog of patients requiring cleft care
- › **Implementing** SET (Safe, Effective and Timely) model of surgery
- › **Empowering** country to become entirely self-sustainable

## PROGRAM FUNDING BY REGION\*



**79%** Latin America



**21%** Africa

\* In 2019, 28% of our program funding will be invested in Asia.



Christopher, 7, smiles with local and international Operation Smile medical volunteers during a 2018 mission in Malawi. About an hour later, his life was forever transformed.

# More Than a Surgery, More Than a Smile

With surgery, you give a child a new beginning. But your kindness doesn't end there, nor does our mission of hope.

*You provide so much  more than a surgery.*

- You help a family afford the long journey to our mission, and make sure they have food and shelter.
- You comfort a nervous little girl with crayons, colouring paper and a soft blanket.
- You fix a schoolboy's speech impediment with speech therapy.
- You train a local surgeon to expertly repair cleft and other facial deformities, and revitalize a local hospital with the necessary equipment and supplies for safe surgery.
- You keep the lights on at our care centres, like the one in Bogotá, Colombia.
- You create a national registry, identifying all the children waiting for surgery.

*You give so much  more than a smile.*

- You restore dignity. You alleviate poverty. You improve healthcare systems, and over time, change the future for entire countries.
- You have a healing impact on the world, and on a child who, although they may not know your name, is deeply grateful to you for your kindness.



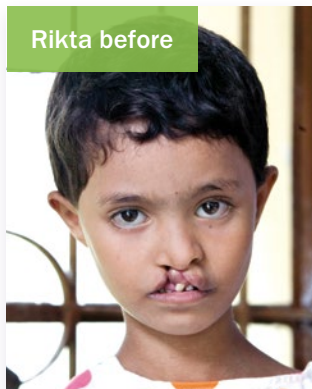
Cleft  
Research





## What Happened to **Rikta After Her Surgery?**

Rikta before



Rikta was six when her mother brought her to Operation Smile's mission in Bolpur, India. She had trouble speaking and being understood. The other children of the village refused to come near her. Despite Rikta's intelligence and spark, her future looked very grim.

Donors like you provided Rikta with surgery to heal her cleft lip on that mission, and later, a second surgery for her cleft palate.

Flash forward to today: Rikta, who never gave up on school despite being cruelly bullied, is now a confident honours physiology student at Suri Vidyasagar College. She's studying to become a nurse and, as she puts it, dedicate her life "to helping humankind," inspired by the kindness she's been shown.

During our 2018 mission in Durgapur, Rikta took a two-hour train to express her thanks and pose for this picture, one that speaks a thousand words about the future you create with your generosity.



Rikta today, an honours physiology student







# Our Gratitude for You

Just picture all of the happiness and joy you create:

*When a mother's heart overflows as her daughter looks in the mirror for the first time after surgery.*

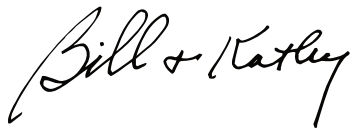
*When a father brings his son to play soccer with the neighbourhood children, relieved that his boy is now welcomed into the community.*

*When tears are shared between our volunteers and grateful families at the end of another successful mission.*

The impact you're having—not only by making our world cleft-free, but by giving countless communities access to safe surgery—is nothing short of a miracle.

When we had to leave so many children behind after our first trip to the Philippines, we made a promise to always return. And with you by our side, we can return, every day of the year, until every child is healed.

We believe in giving daily thanks. On this day, we thank you for being a special part of our family here at Operation Smile.



**Dr. Bill and Kathy Magee**  
Co-founders of Operation Smile



## Your Operation Smile Canada Board of Directors

**Ken Wilson, MD**  
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**Keith Jespersen**  
Director

**Jim Siti**  
Director

**Lori A. Tymchyk, CPA, CA**  
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**Bill Magee, Jr., DDS, MD**  
Director

**Mark Climie-Elliott, CFRE**  
Chief Executive Officer

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Canada

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84064 3605 RR0001