



Rebounding with Purpose

Highlighting Your Impact in 2021



Rebounding with Purpose

A Message of Gratitude

You can be proud of your impact this past year on the lives of children with cleft lip and cleft palate. During a most uncertain time because of the pandemic, you gave us the strength to move forward and care for the children and families we serve in a multitude of ways.

You helped deliver new smiles to thousands of children - when and where it was safe to do so. Many had waited patiently for months for conditions to improve, and when the time was right, our medical volunteers eagerly began life-changing cleft surgeries again. Sadly, many more children are still waiting for theirs.

You helped keep our 27 care centres in 18 countries open and providing care, both in-person (where conditions allowed) and virtually during lockdowns. This care helped many patients and their families get through the worst of the pandemic – a time when they were unsure if their child would get enough nutritious food to eat.

This past year we rebounded with purpose and we have you to thank for that! While so much has changed recently, our purpose has not. Providing surgery for children born with cleft conditions remains our core work. Treating and caring for these beautiful children before and after surgery so they have a better life remains our passion.

Thank you for standing with us, our medical volunteers, and the children during this difficult time. Thank you for allowing us to rebound with purpose. Most of all, thank you for being part of the Operation Smile family.

The patients and families we serve, wherever they may be, need us more than ever. Their gratitude to you is what keeps us going, and for that, you have our personal and deeply heartfelt thanks.



Dr. Bill & Kathy Magee
Co-Founders, Operation Smile



New Smiles!

Surgeries Resume

Cleft surgeries and local surgical programs gradually resumed in the early part of 2021, highlighting our medical volunteers' commitment to treating patients even under challenging conditions. With differing impacts and responses to the pandemic in the 35 countries where we work, Operation Smile has worked closely with local hospitals and health authorities to ensure everyone is safe before, during and after surgery.

With COVID safety precautions high and patient volumes lower than normal, **new smiles were delivered in a dozen countries in the early part of 2021.**

Precious was born in Ghana in March 2019 and is the youngest of five children. Her

mother Charlotte said Precious' cleft conditions went undetected during her ultrasounds. Charlotte feared for her daughter's well-being and future. A nurse, who was also an Operation Smile medical volunteer, referred Charlotte to Operation Smile in Ghana.

Once connected with our patient coordinator, Precious began receiving consultations and nutritional therapy. When Precious was stronger, she received cleft lip surgery in July 2019 and later in 2020, when it was safe, she received surgery to repair her cleft palate.

Today, Precious is a happy little girl who, thanks to you, is looking forward to joining her siblings at school. Charlotte told us, "I have a strong hope that my daughter will grow up to become a doctor to help other people as Operation Smile does."

In March 2021, Operation Smile in Mexico conducted one of its first "mini" surgical programs in the city of Puebla. Thirty-nine new



Precious from Ghana

patients were screened and 31 patients received surgeries over two days. Lilia was one of them.

As a teacher expecting her first child, Valeria's entire world was turned upside down when the pandemic forced school closures across Mexico. She suddenly found herself without her job and the means to support her family.

"When I was eight months pregnant, they told me," Valeria explained. "It was clear that my daughter had a cleft lip on the right side." The news filled Valeria with shock and guilt. Then, shortly before Lilia was born, Valeria's husband Daniel passed away unexpectedly.

Valeria found Operation Smile in Mexico and learned how to overcome her challenges feeding Lilia during the first few months. She did everything possible to

ensure her daughter would receive the cleft surgery she deserved. "I had to give it all for my daughter," Valeria shared.

In March 2021, nine-month-old Lilia received her first surgery to repair her cleft lip. Another surgery awaits to repair her cleft palate, and little Lilia will most likely need comprehensive cleft care to fully reap the benefits of her cleft surgeries.

These surgical programs are a testament to a shared commitment to safely deliver cleft surgeries without putting patients, families, medical volunteers or staff in harm's way. The outcome, of course, is that children received the best surgery and care, and a new smile that will change their life forever.



Lilia with her mother Valeria.
Photo: Henry Cuicas.

1,210
SURGICAL PATIENTS

12
COUNTRIES WITH
SURGICAL PROGRAMS

Preparing Children for Surgery

Nutrition Programs

Nutritional support for our patients has always been an important part of the care provided by Operation Smile. It became critically important with the onset of the pandemic. Many infants with cleft lip and palate have trouble breastfeeding and gaining weight after birth. As a result, malnutrition and low weight are common reasons why a patient's surgery is delayed.

This past year, usage of our nutrition programs grew exponentially, and so did their importance to our patients and their families when loss of family income also meant the inability to buy nutritious food.

Our nutrition programs are designed to contribute to our patients' food and nutritional needs, with the goal of ensuring they are at a healthy weight to receive surgery. Depending on the country, the programs offer workshops on preparing nutritious food, good oral hygiene practices, and nutrition kits

and cleft feeding bottles at the end of the consultations. Our teams also train community health volunteers, midwives, and health care workers in nutrition for infants and children with cleft conditions.

256

**PATIENTS ENROLLED IN
NUTRITION PROGRAMS**

3,901

**PATIENTS RECEIVED
NUTRITIONAL CONSULTATIONS**

9

**COUNTRIES PROVIDING
NUTRITIONAL PROGRAMMING**

Edward's journey to a new smile reflects your impact and how nutrition programs save and change lives. Edward was only a month old and weighed just four pounds when he was diagnosed with severe malnutrition at our care centre in Nicaragua. His parents, Tania and Osmar, followed our pediatrician and nutritionist's prescribed nutrition plan and regularly visited the centre for consultations.

Five months later, when Edward met the optimal weight and passed all health requirements, he received his cleft lip surgery in 2019. When it was safe this past year, he received his long-awaited cleft palate surgery.



37%

**INCREASE IN NUMBER OF
NUTRITION CONSULTATIONS
FROM FY20 TO FY21**

Nutritional Consultations Provided

FY19	FY20	FY21
3,514	2,838	3,901

A Regular Schedule of Surgeries

Local Hospital Partnerships

The past fiscal year was a time of COVID restrictions, country lockdowns, closed borders and international travel limited to all but the essential reasons. To continue to care for patients during the ever-evolving pandemic, we relied on what was already in place in so many countries – our local care centres and the trusting partnerships and relationships with their local hospitals and health authorities which have been built over many years.

The strength of these partnerships allowed for cleft surgical programs to begin on a smaller scale and regular basis. The commitment from our donors and medical volunteers ensured that every planned program had all the resources in place to proceed. Children who were waiting were reassured that their new smile was soon to be next.

In Mexico, for example, monthly surgical programs were established in the fall of 2020 in both Monterrey and Guadalajara. These programs operated for a short time and were paused for several months because of local COVID restrictions. The monthly program in



Monterrey resumed in May 2021 at the HPS Hospital La Conchita with four patients receiving surgery each month.

Eleven other countries supported by Operation Smile Canada donor partners established monthly surgical programs. In Colombia, cleft surgeries are occurring at three local hospitals, and Ecuador's partnerships have led

to nearly 30 patients per month, on average, receiving surgery.

Every surgery we conducted, every smile we delivered, every life that was changed this past year was a blessing, given the pandemic. Yet for every new smile you and our medical volunteers helped deliver, there are thousands of children like Cristian – all still waiting for their new smiles.



76%

**PATIENTS WHO RECEIVED SURGERY
IN 2021 THROUGH REGULAR
SURGICAL PROGRAMS**

Cristian was born in 2020 in Nicaragua with a cleft lip and palate, and respiratory issues. As Cristian waits for his life-changing surgery, his parents, Yolanda and Jaime, continue to worry about his health and well-being.



Coordinating Patient Care

Local country programs

Photos: Marc Ascher

Smiles happen because of your support of local programs and operations in the 35 countries where we work.

As a global medical charity, Operation Smile makes significant investments in each of them. Many have local Operation Smile offices that coordinate local surgical programs and the provision of cleft care for patients.

Investing in local programs and operations is the best way to provide cleft care where health care systems are under-resourced. Local volunteers and staff are closest to our patients, know their needs, establish bonds and relationships with patients and their families, and understand how to work best with local hospitals to arrange cleft surgeries.

In some countries, like Honduras and Nicaragua, Operation Smile maintains national registries of cleft patients waiting for surgery. These registries help with “patient management” – the flow of patients into hospitals for care and treatment. The registries also help local and national health authorities understand the current and future needs for surgery.

Registries also help local Operation Smile offices keep track of patients, often from infancy, so appropriate comprehensive





care (like nutrition programs, speech therapy, and dentistry) can be offered and provided before and after surgery. With support from Operation Smile Canada, Operation Smile Honduras is investing in a new patient registry system to help meet their current and future patient management needs.

Patient screening and assessments are also part of providing cleft surgery and care. Screening allows us to identify the potential pool of patients who are candidates for surgery, either now or in the future. It also allows for patients who require pre-surgical care, like underweight or malnourished infants, to be identified.

Patient health assessments ensure patients are healthy enough for surgery. Post-surgery follow-ups help

patients to receive appropriate care, like dentistry, so they reap the most benefit from their surgery.

In Colombia, two surgical programs were planned in the cities of Tame and Barranquilla in April 2021. Screening days were conducted in both locations, but surgeries were unfortunately postponed due to a third wave of COVID-19 in Colombia.

Staff and volunteers are maintaining contact with screened patients, providing support, care and encouragement while children wait for their surgery. Several children who were screened in Tame were brought to Bogotá in June 2021 for their surgery.

Coordinating care, patient management, health assessment and screening are all parts of comprehensive cleft care that lead to life-changing surgery and new smiles for children.



10

**COUNTRIES SUPPORTED BY
OPERATION SMILE CANADA**

Financial Highlights

Treasurer's Message

This past year was extraordinary with thanks to you. Generous Canadians supported our efforts to care for children with cleft conditions in unprecedented ways.

This resulted in an operating surplus of over \$2 million - a surplus we will soon need to accommodate backlogs of both surgeries and comprehensive cleft care in the low- and middle-income countries we serve.

As of Sept 1, 2021, there were a minimum of 3,931 children waiting for cleft surgery and post-surgical care in the countries supported by Operation Smile Canada.

Internally restricting the surplus for programs means we can assure the parents of every child that funds are

available for their child's surgery (and other related treatments and support) as soon as it's safe to provide it.

That is a pretty special guarantee – all thanks to you.

Thank you for your generous partnership with us.



Lori Tymchyk
Treasurer



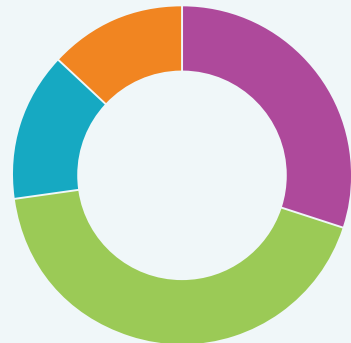
Statement of Operations Fiscal Year 2021

July 1, 2020 - June 30, 2021

Revenue	FY21
Donations	\$14,684,551
Grants	\$740,172
Other	\$2,314
Total Revenue	\$15,427,037
Expenses	FY21
Programs	\$7,536,736
Fundraising	\$4,154,088
Admin	\$1,568,487
Total Expenses	\$13,259,311
Operating Surplus	\$2,167,726
Internally Restricted to Programs	\$2,000,000
Unrestricted Fund Net Surplus	\$167,726

Program Investments

● Surgical/Medical Programs	30%
● Local Country Programs	43%
● Care Centres	14%
● Training, Education & Awareness	13%



Our accountability and financial stewardship to you is important. Please view our full audited financial statements online at: operationsmile.ca/impact2021



Ken Wilson, MD, FRCSC

Chair, Board of Directors,
Operation Smile Canada



Mark Climie-Elliott, CFRE

CEO and Chief Smile Officer,
Operation Smile Canada

A Million More Smiles

Operation Smile Canada has had an extraordinary year from July 2020 to June 2021 (our Fiscal Year 2021). The world faced incredible hardships with the pandemic and its effects were felt by everyone - especially the children we serve.

From all of us here, thank you for everything that you've made possible this year. While surgical programs were paused in the early part of the year, medical volunteers made great strides to resume local surgeries in 12 countries. Through our care centres and expanded local country programs we ensured our caring never stopped.

A new chapter is starting to unfold as Operation Smile heads into our 40th anniversary year, and our 10th anniversary year here in Canada.

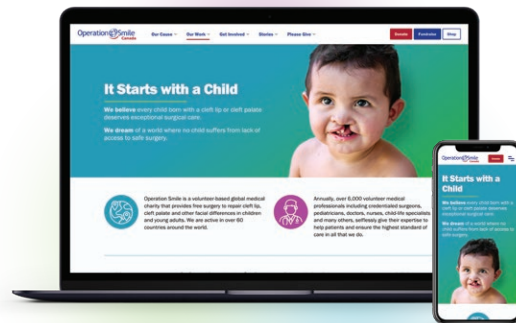
Since our founding in 1982, in every country, at every surgical mission, the number of patients needing cleft surgery has always outnumbered what our medical volunteers could perform. Even before the pandemic, we were asking ourselves: what is needed to deliver more smiles to the 5 million people with untreated cleft conditions in the world over the next decade?

The pandemic has made the answer crystal clear: **more people caring for more patients in more places.**

We have a goal to deliver a million more smiles by the end of 2031. We have a solid plan to do it and a vision for the change you can make happen in the lives of our patients.

Our 10-year plan of increasing access to quality care provides you with opportunities to change, for the better, global cleft and essential surgical care by **increasing** how many people are providing it, **removing** the obstacles patients and their families face when trying to access care, and **building up** local hospitals so they have what they need to provide safe, high-quality cleft and essential surgical care.

All this leads to more people caring for more patients in more places, and a million more reasons to smile. Exciting times are ahead and we can't wait to tell you about A Million More Smiles in the coming months.



There's Much More Online

The full version of our 2021 Impact Report is available on our website and features:

- full audited financial statements
- understanding comprehensive cleft care
- training medical volunteers
- stories and videos
- volunteer impact

Access the full Impact Report at:
operationsmile.ca/impact2021



Britany from
Honduras

More Smiles Every Day


Every gift leads to a smile and means the world to a child who needs your help. A great way to help more children every day is to become a monthly **SMILE PARTNER**. Giving monthly is an easy, budget-friendly way for you to deliver impact to the children every month. You'll keep them healthy before and after their surgery, ensuring care every step of the way and for as long as they need us.

Many local surgical programs are resuming where conditions are safe for patients and local medical volunteers. Become a **SMILE PARTNER** today and help deliver new smiles and complete care to the thousands of waiting children around the world.

Call us at: **1.844.376.4530** or visit operationsmile.ca/smile-partners

Thank you!

Operation  Smile
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