



2025

# Impact Report

Operation  Smile  
Canada

## Together, We Build Hope.

Highlighting Your Impact  
in Fiscal Year 2025



***Melida,**  
8 months old  
from Guatemala*

# THANK YOU!

**Every journey to healing begins with hope.  
And in every smile you helped create this  
year, hope came to life.**

Because of your generosity, children like Melida in Guatemala received the surgery they needed — closer to home, surrounded by care, and filled with the promise of a brighter future. From remote villages to busy cities across 37 countries, your support opened doors that once seemed impossibly far away.

You helped families find answers. You brought comfort where there was worry. And you turned heartbreak into celebration — **one child, one smile, one act of love at a time.**

But your impact doesn't stop there.

You helped train local medical professionals, equipping them with the skills and tools to care for their own communities — now and in the future.

You strengthened local health care, supported our comprehensive care clinics (speech, oral health, nutrition), and made it possible for children to receive ongoing support, **closer to home.**



Thanks to you, more parents are sleeping easier. More children are speaking, eating, and laughing freely. And more communities are seeing what's possible when compassion leads the way.



**For even more stories of healing and hope,  
and to see what your generosity made  
possible, visit [operationsmile.ca/impact](https://operationsmile.ca/impact)**



## HOPE IN GUATEMALA

# The Power of Partnerships

In a remote community near Livingston, Guatemala, baby Melida's journey to care began with a knock on the door.

Katerin, coordinator of the Municipal Office of Social Development, had partnered with Operation Smile Guatemala to identify children in need of cleft surgery. With support from our Patient Recruitment Coordinator, she visited families, organized transportation, and accompanied four children to the comprehensive health evaluation site, where Melida was selected for surgery.

Melida's mother faced a long journey to reach surgery. Many families we serve come from remote communities and speak Mayan dialects, which can make communication at programs a challenge. Thankfully, local staff and other parents helped by translating for her, so she could talk with the medical team and feel supported every step of the way.

Despite the challenges, Melida's mother placed her trust in the team and the promise of a brighter future.

**Thanks to compassionate supporters like you, Melida received safe, life-changing cleft surgery — free of charge.**

The transformation was more than physical. Melida's mother, once shy and reserved, now smiles with pride. And baby Melida is healing beautifully — her future now filled with possibility.

*Your generosity helps volunteers guide families like Melida's through every step.*



## OPERATION 100

# Bringing Surgery Closer to Home

Imagine being a parent whose child needs surgery, but the hospital is days away. You don't have a car, or the money to get there. And you're not sure you'll make it in time.

For too many families in the countries where we work, this is their reality.

That's why we launched Operation 100 — a bold initiative to make surgery more accessible for children born with cleft conditions. With your support, we're **equipping 100 local hospitals** and **training 100 cleft surgical teams**, so that care is available within two hours of our patients' homes.

That means fewer long trips, less time away from work or school, and — most importantly — faster access to life-changing surgery and care.

Thanks to you, we're not just delivering smiles. We're equipping and training local teams and helping families stay healthy, closer to where they live.

Your generosity brings hope, dignity, and life-changing care within reach. **And 100 is only the beginning.**

### WE HAVE FUNDED\*:



**26**  
Countries



**84**  
Education Programs



**124 Surgical Programs**  
(including 66 Education & Champion Programs)

\*These are the results of Canadian program investments.



**74**  
Programs Attended by  
Canadian Volunteers



**123**  
Active Canadian  
Volunteers



To learn more about **Operation 100**, scan the QR code or visit:  
**[www.operationsmile.ca/Operation100](http://www.operationsmile.ca/Operation100)**





## 4 Regions

Asia, Middle East &  
North Africa, Latin America,  
Sub-Saharan Africa



## 31,218 Medical Trainees



## 37 Countries

26 of which received  
Canadian funding



## HOPE IN COLOMBIA

# Carla and Ihan: A Journey to Healing

Carla was just a teenager when her family fled the political and economic crisis in Venezuela. They crossed into Colombia with little more than hope and found refuge in La Guajira, a remote desert region marked by food insecurity, poverty, and limited access to **essential healthcare.**

Her parents worked tirelessly to survive. They sold fruit in the streets, cleaned homes, and took on construction jobs to afford a small, rented house and enough food to get through each day.

At 21, Carla became pregnant. A routine ultrasound at six months revealed her baby would be born with a cleft lip and palate. When she turned to the baby's father, he walked away. But Carla never lost hope.

***"I didn't care how he was born," she said. "He is mine, and I will love him no matter what."***

Feeding baby Ihan was a constant challenge, and he was losing weight fast. Carla felt alone, until Operation Smile's outreach team, part of a pilot project in La Guajira, stepped in to support her family.

Thanks to the dedication of medical volunteers and the compassion of Canadian donors like you, Carla and Ihan travelled to Riohacha in March of 2025 where Ihan received safe, expert cleft surgery at no cost to the family.

When Carla saw her baby after surgery, her tears turned to joy. ***"You are so beautiful,"*** she whispered. ***"Thank God."***



*Ihan's joy fills the room  
as he plays with balloons.*



*Ihan and Carla,  
from Colombia*

## **This year by the numbers\*:**



**4,434**

Surgical Procedures



**4,053**

Surgical Patients

*\*These are the results of Canadian program investments.*

*Carla's joy shines the moment  
she sees Ihan's new smile*



**HOPE IN PERU**

# Ainara's Joyful Journey

Ainara is a bright, giggly five-month-old who lights up every room with her smile. Born with a cleft lip and palate, her arrival surprised her family — prenatal ultrasounds showed nothing, and she is the first in the family with this condition. Even though a close family friend had a cleft lip and received surgery, Shirley and Martin, Ainara's parents, still felt a wave of shock and worry.

Feeding Ainara was difficult at first. She couldn't create the suction needed for regular breastfeeding or bottles. Thanks to Operation Smile, the family received special feeding bottles that helped Ainara grow strong enough for the next steps of her journey.

When it was time for surgery, Shirley, Ainara and her grandfather travelled by car to the surgical program in Lima, in October 2024. **Despite the anxiety about surgery, Shirley's excitement for Ainara's future was greater.**

*Ainara,  
5 months old,  
from Peru*







*Ainara receives the care she needs from **Claire Logan**, Pre and Post-Operative Nurse from Canada.*

Ainara is lively, curious, and full of energy, always eager to engage with everyone around her. She warmed the hearts of all those who met her during the surgical program.

With the care she's receiving and the support of generous donors like you, Ainara's path to a confident, healthy smile is unfolding — **full of hope, love, and endless giggles.**

## Impact that counts\*:



**59,254**

Patients Who Received Comprehensive Care



**202,266**

Consultations Conducted

*\*These are the results of Canadian program investments.*



*Medical volunteers from around the globe come together to provide life-changing surgery and care.*

## HOPE IN MADAGASCAR

# A Smile Worth Waiting For

When Seraphine held her baby for the first time, her joy was mixed with fear. After waiting more than five years to become a mother, she was thrilled to welcome Ethan into the world. But before she saw his face, the doctor gently told her he had a cleft lip and palate — **and that surgery could help.**

Her husband was happy at first, too. But within a month, he walked away. Seraphine believes it was because his friends were mocking their baby's condition. Suddenly, she was raising Ethan alone, with only her mother by her side. Others in their community kept their distance.

Because of his cleft condition, Ethan couldn't breastfeed. A kind pediatrician in their village taught Seraphine how to feed him with a bottle and formula and helped monitor his growth. **That same doctor gave her the phone number for Operation Smile's local patient advocate.** When Ethan was seven months old, Seraphine made the call that would change everything.

*Ethan & Seraphine,  
8 months old, from Madagascar*



They travelled 21 hours by bus to attend the closest surgical program. At the patient village, Seraphine felt something she hadn't felt in months: support. ***"I thought I was the only one,"*** she said. ***"But I was wrong."***

When she learned Ethan was scheduled for surgery, she cried tears of joy. Seeing him afterward, she could hardly believe her eyes. ***"He's so handsome,"*** she smiled. ***"Even more than before."***

Back home, she instantly knew people would be amazed by his smile. **And to those who once looked away, she'll proudly show them how far love, strength, and hope can go.**



## The results are in\*:



**10,127**

Patients who  
Received Nutritional  
Consultations



**13 centres  
in 12 countries**

Received Canadian  
Funding

\*These are the results of Canadian program investments.

*One look at **Ethan**,  
and you can't help  
but smile too!*





# Financial Highlights

This past year, the generosity of our donors, coupled with enhanced engagement through digital channels and personal outreach, has enabled us to continue expanding our program investments despite the challenge of a national postal strike. We estimate that the strike reduced our revenue potential by approximately \$650,000.

However, your support helped to bridge much of this gap, ensuring that children and families received the free surgical and comprehensive cleft care they deserve. These investments also contributed to the strengthening of local medical teams through training and education, thereby creating a lasting impact within the low- and middle-income communities we serve.

On behalf of the Board, I express my sincere gratitude to our supporters — your unwavering commitment and compassion is what makes this vital, life-changing work possible.



**Byron Gilchrist**

Treasurer,  
Operation Smile Canada Foundation

## STATEMENT OF OPERATIONS

FISCAL YEAR — Ended June 30

Revenue	2025	2024
Donations	\$20,296,254	\$20,569,970
Grants	\$1,500,000	\$1,000,000
Other	\$453,494	\$378,951
<b>Total Revenue</b>	<b>\$22,249,748</b>	<b>\$21,948,921</b>
<b>Expenses</b>	<b>2025</b>	<b>2024</b>
Programs	\$12,718,306	\$12,439,512
Fundraising	\$7,561,260	\$7,001,490
Administration	\$1,924,524	\$1,952,888
<b>Total Expenses</b>	<b>\$22,204,090</b>	<b>\$21,393,890</b>
Surplus	\$45,658	\$555,031
To Restricted Program Funds	\$45,658	\$555,031
Unrestricted Fund Net Surplus	\$0	\$0

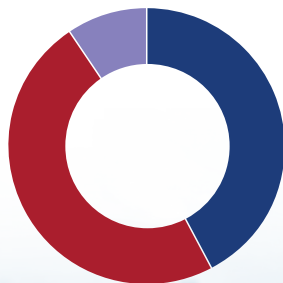
## PROGRAM INVESTMENTS

**43%** Surgical Programs

**48%** Comprehensive Care Centres

*Including nutrition, speech, dentistry and other pre- and post-operative care programs*

**9%** Training and Education/Research



Trainees attend SAFE Pediatric Anesthesia training in Colombia.



Comprehensive cleft care means supporting every child beyond surgery.

*Every surgery transforms a life and trains the next generation of medical leaders.*

# Building Hope, Together

**The smallest stream of light takes the darkness away. And to the patients and families we serve, you are their light.**



Thank you for delivering the **HOPE** our families are praying for. It's through your simple act of loving human kindness that light begins to take over the darkness they face, and shines into a new day.

For children born with cleft conditions, their new day begins with each of us — donors, volunteers and staff — **committing to ensure they receive free, safe and timely surgery of the highest standards, along with care, closer to home, for as long as they need us.**

**We hope you enjoy reading our 2025 Impact Report and can see what a difference you and other generous Canadians have made in the lives of our patients, their families and their communities.**

The results of your generosity are more extensive than what we can print, so please take the time to visit our website at **[www.operationsmile.ca/impact](http://www.operationsmile.ca/impact)**.

We see firsthand the change you create through every generous gift you provide. No words can fully express the gratitude of the families whose lives you've changed, but we hope you feel it in your heart. In their eyes, you are the light that helped their child step into a brighter future.



**Michael Bezuhly**  
MD, MSc, SM, FRCSC, FAAP

Plastic Surgeon and Board Chair,  
Operation Smile Canada



**Mark Climie-Elliott**

CEO and Chief Smile Officer,  
Operation Smile Canada

*Transparency and accountability remain fundamental to how we steward the resources entrusted to us. Our audited financial statements, annual Impact Report, and Smile Reports are all publicly available online.*



# Leave a Legacy

**Legacy giving** — including a charity like Operation Smile Canada in your estate plans — is a powerful way to create lasting change through hope and compassion. It's more than a donation. It's a reflection of who you are and the better world you hope to create.



*I made my first gift to this wonderful charity during the holiday season in 2014 and have been supporting with monthly gifts ever since. I chose to also leave a legacy gift to make a difference in the future and be able to continue to support the children as I have done for many, many years.*

***By doing this I can provide care for years to come.***

~ MAURICE N.



Many people are surprised to learn they can often do more for the causes they care about through their estate than they could in their lifetime. And the impact extends beyond the children and families helped. **It can also benefit your loved ones and your estate.**



**You may choose to remember Operation Smile by:**

- » **Including a gift in your will**
- » **Donating life insurance**
- » **Naming Operation Smile as a beneficiary of your RSP, RRIF, or TFSA**
- » **Donating securities**

Each option offers different tax benefits. Be sure to consult your financial and legal advisors to explore what's best for you.

For more information on our legacy giving program, please contact: **Paige Melvin**

@ **Paige.melvin@operationsmile.org**


📞 **647-952-8081**

# SMILE PARTNERS


## Delivering Hope Year Round

In 2024, nearly 14,000 monthly **SMILE PARTNERS** stood with Operation Smile Canada, choosing to give every month to help children like Joyce. Joyce's mother, Nina, became a volunteer, supporting other families facing similar challenges.

Now 10 years old, Joyce actively participates in surgical programs, offering encouragement to children awaiting treatment. Her transformation from a patient to a confident advocate exemplifies the profound impact of comprehensive cleft care and community support. It's thanks to the kindness and ongoing generosity of monthly donors that children like Joyce keep smiling brighter and growing stronger. Join us as a monthly partner and be part of these life-changing journeys  
— one smile at a time.

 **Contact us by phone:** Toll-free: 1.844.376.4530 or Local: 647.696.0600

 **By email:** [ca-supporters@operationsmile.org](mailto:ca-supporters@operationsmile.org)

 **By mail or in person:** 375 University Ave., Suite 204 Toronto, ON, M5G 2J5

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