



2024

# Impact Report

Operation  Smile  
Canada

## The Year in Review

Highlighting Your Impact in Fiscal Year 2024

*Christopher, age 2,  
from Dominican Republic*

Operation Smile is a leading global nonprofit that is bridging the gap in access to essential surgeries and healthcare, by providing free cleft surgery and comprehensive care, medical education and training, and long-term investments in strengthening local health systems and workforces.

What started as a family-led, surgical-program based organization has grown into a global network of passionate individuals united under the belief that access to safe surgery and healthcare is not a privilege, but a universal human right.



***The child with a cleft led us back to the community to show us the need and get us to pay attention to the health system.***

– Bill Magee, Jr., DDS, MD  
Co-Founder and CEO Emeritus



Tommy, age 4,  
from Madagascar



## You Deliver More Than a Smile

Creating our new Impact Report format has been a labour of love – one with you in mind. Our goal is to increase your access to the facts and statistics that show just how great a difference your support of Operation Smile is making in the world.

At Operation Smile, we are accountable first to our patients. We pride ourselves on providing patients with the highest quality cleft care and treating them as if they are our own children. We are equally accountable to you. Your kindness and generosity enable us to make the best decisions for the children and families in our care to live healthier lives.

Every number you see in this report represents lives changed, families changed, and communities changed.

Take Tommy, for example, a shy little boy who hid from the bullies until his cleft surgery transformed him into an energetic, confident kid.

His loving family had saved every penny for four years to afford Tommy's surgery, but when you stepped in to provide that surgery free-of-charge, they were able to use their savings to build their first wooden home and provide a stable and secure environment for their children.

For Tommy's community, his new smile became a symbol of hope. Several families took their children to the next Operation Smile surgical program to receive their transformative care.

Thank you for partnering with us to deliver complete cleft care to children like Tommy so they can have a joyful childhood and bright future. As we continue to forge the path towards health equity and accessibility worldwide, we ask you to keep the children in your heart.

**Thank you for being a part of our patients' lives – for as long as they need Operation Smile. The impact you deliver goes well beyond the smile and we truly hope you see this through reading our 2024 Impact Report.**



**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

Alejandro, age 7,  
from Colombia



# Building Capacity & Strengthening Health Systems

Every year, you help to further our mission, through your kindness and generosity. With every gift to Operation Smile, you:

- Help to provide free, safe surgery and year-round comprehensive care through our local centres and growing hospital partnerships.
- Strengthen the health workforce through training and education of health care professionals in the countries we serve.
- Provide hope for a brighter future to patients and their families.

Visit [operationssmile.ca/impact/](https://www.operationssmile.ca/impact/) to learn more about the incredible difference you have made this past year and to read stories of patients who are smiling brighter because you care.



## A Global Impact

Operation Smile works in 37 countries globally, providing surgical and complete care to the patients and families we serve. Your support allows us to reach more people in more places, closer to where they live.



### 4 Regions

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



### 37 Countries

18 of which received Canadian funding



### 180+ Facilities

Including Care Centres, hospitals and local clinics



### 9,000+ Volunteer Opportunities

of which 87% were filled by local volunteers

# Surgical Care, Closer to Home

While the journey to a new smile does not start or end with surgery, it is a major milestone for a child born with a cleft condition. Operation Smile's short-term surgical programs ensure patients receive essential surgical and comprehensive care closer to where they live, reducing the financial and emotional burden for families.



*Amaia, 5 months old, and her mother, Tania, from Ecuador*



**4,126**  
Surgical patients



**50**  
Short-Term Surgical Programs



**\$5,108,612**  
Direct surgical program costs



**17,672**  
Nursing consultations



**11,837**  
Pediatric consultations

While a single cleft lip surgery can still cost as little as \$240 (like Tommy in Madagascar), children often face more complex surgeries. In this past fiscal year, 4,774 surgeries were performed on 4,126 unique surgical patients at an average cost per surgery of just over \$1,000.

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

# Complete Cleft Healthcare that Lasts

Care Centres are vital to our program offerings in the countries where we work. The centres provide specialty consultations and services in nutrition, speech therapy, oral care, psychosocial care and other pre- and post-operative care programs.

Your donations make it possible for local teams to offer tailored solutions that optimize the health and well-being of every child we serve.



**15**  
Care Centres supported in **11** countries



**56,040**  
Patients received care at Canadian-funded Care Centres



**\$4,377,816**  
Direct comprehensive care costs



**2,300**  
Patients attended post-operative care consultations



**13,751**  
Nutrition consultations



**1,125**  
General medicine consultations

*Nutritionists provide supplements and feeding supplies such as specialized bottles to families during nutrition consultations to help patients achieve optimal weight for surgery.*

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

# Beyond the Smile

Comprehensive care is a vital part of overall well-being, and it plays a key role in the care we provide our patients. Thanks to the support of our Canadian partners, we are able to offer holistic, high-quality care that addresses both surgical and non-surgical needs and long-term health.



Orthodontists and dentists work together during a dental program in Guatemala to create molds for children with cleft palates.



**39%**

of program investments were allocated to non-surgical care through Comprehensive Care Centres



**2,492**

Ear, Nose and Throat consultations



**161**

Audiology consultations



**21,901**

Speech therapy consultations



**38,667**

Oral health consultations



## Oral health specialties

- Maxillo orthodontic
- Orthodontia
- Dentistry
- Periodontic

\*These are the results of Canadian program investments.



**16,107**

Psychology consultations



**7,589**

Families & patients attended cleft parenting & psychosocial workshops



**6,339**

Social work consultations



**4,057**

Child Life consultations



**1,759**

Families attended early childhood intervention workshops



## Other specialties include

- Pediatrics
- Audiology
- Psychosocial Care
- Nutrition

\*These are the results of Canadian program investments.

The Child Life team plays an important role in preparing patients and their families awaiting surgery, demonstrating equipment that will be used and explaining the process.



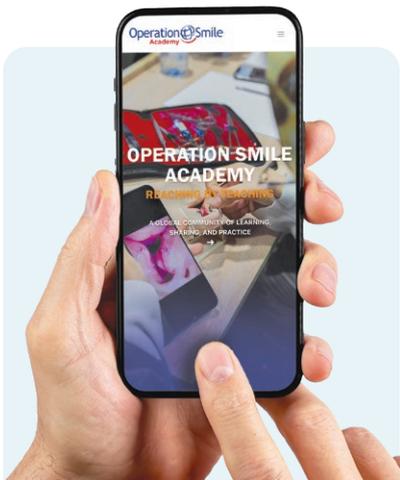
# Building Sustainable Healthcare Through Education

Empowering local health professionals through training and education creates surgical solutions that last. We celebrate that 85% of our volunteers reside in the low- and middle-income countries served by Operation Smile.

In the fiscal year 2024, Canada invested \$1,810,051 in direct education & training costs.

## Operation Smile Academy

Operation Smile Academy is a competency-based e-learning and remote mentorship service for cleft care professionals. The platform has allowed medical learners in low- and middle-income countries around the globe to access high quality education and training materials since 2021, when pandemic regulations made it difficult to offer learning opportunities in person.



**630+**  
New users on the platform



**5**  
Live webinar events across four specialties



**280+**  
Attendees from all over the world



**35**  
Countries

*\*From January to March 2024*



*Residents learn important cleft surgery skills during a Women in Medicine training day in Morocco.*

## Specialty Courses & Certifications

Operation Smile has offered American Heart Association (AHA) courses to their volunteers around the world for decades. Volunteers have the options to register for Basic Life Support (BLS), Advanced Cardiovascular Life Support (ACLS) and Pediatric Advanced Life Support (PALS). Skills learned through these courses extend beyond the patients of Operation Smile and into the daily medical practices of volunteer trainees. Mexico provided AHA certifications to:



**26**  
Anesthesiologists



**15**  
Pediatricians



**39**  
Nurses (pre- & post-op, PACU, Critical Care)



**12**  
Volunteer instructors (recertification)



**80**  
Volunteers seeking to keep their AHA credentials

## Global Champion Program Milestones

Champion Programs are unique education, training and mentorship exchanges between medical and non-medical specialties designed to share best practices in all disciplines involved in cleft care.



**30**  
Champion Programs across **10** Champion Accelerator Program (CAP) countries



**259**  
Champions joined our programs  
• **60%** are international volunteers  
• **40%** are local to CAP countries



**383**  
Trainees joined our programs  
• **97%** are local to CAP countries

*Patient Image Technicians are important members of the surgical program teams who also receive training during Champion Programs.*



# Financial Highlights

## A WORD FROM THE TREASURER

This past year has impacted more children living with cleft conditions in the global south than any year prior. Through innovative partnerships with local hospitals, closer to where our patients live, our teams can deliver the full spectrum of surgical and non-surgical care based on the child's needs.

With thanks to you, our Foundation in Canada experienced an outpouring of financial support that allowed us to do more, for more patients. This has resulted in a surplus of \$555,031. I am pleased to report that the board of directors has restricted that entire amount to future programs.

It is truly an honour to serve on this board. We are accountable to you, and forever thankful for your most generous gifts. Each gift leads to a child receiving the smile they hope for, and so much more.

**Thank you for partnering with our children and families!**



**Lori Tymchyk**

Treasurer,  
Operation Smile Canada Foundation

## STATEMENT OF OPERATIONS

FISCAL YEAR — Ended June 30

Revenue	2024	2023
Donations	\$20,569,970	\$17,678,948
Grants	\$1,000,000	\$1,000,000
Other	\$378,951	\$336,821
<b>Total Revenue</b>	<b>\$21,948,921</b>	<b>\$19,015,769</b>
Expenses	2024	2023
Programs	\$12,439,512	\$11,220,420
Fundraising	\$7,001,490	\$6,495,940
Administration	\$1,952,888	\$1,975,182
<b>Total Expenses</b>	<b>\$21,393,890</b>	<b>\$19,691,542</b>
(Deficit)/Surplus	\$555,031	\$(675,773)
(From)/To Restricted Program Funds	\$555,031	\$(675,773)
Unrestricted Fund Net Surplus	\$0	\$0

## PROGRAM INVESTMENTS

- **Surgical Programs** **45%**
- **Comprehensive Care Centres** **39%**  
*including nutrition, speech, dentistry and other pre- and post-operative care programs*
- **Training & Education/ Research** **16%**



Medical professionals from around the world come together during surgical programs to provide safe, timely and effective surgery that transforms lives.

## YEAR IN REVIEW

# A Summary of Your Impact

In fiscal year 2024, Operation Smile Canada set a target to support over **27,700** unique surgical and non-surgical patients. This target was successfully exceeded by global teams, with the organization providing consultations to **31,350** unique patients in the **18** countries we support.



**Over our initial goal**

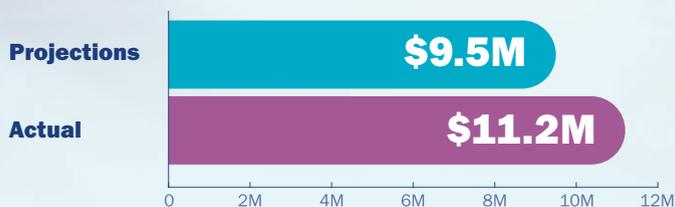
**96% of Canadian programmatic funding was deployed.\***

\*The underspend is driven by surgical and non-surgical program schedule changes, as well as cost savings. These funds have been allocated to programs in the July-September 2024 timeframe.



*Trainees observe the Resident Surgeon's techniques.*

## Direct program spend



# Thank YOU for creating a lasting impact!

The new smiles our children receive through your kindness, combined with the time our global medical volunteers give freely to help them, is priceless. You help ensure that any child born with a cleft condition receives the complete care they need to survive, thrive, and of course, smile.

There is even more to discover about your impact, and we invite you to visit [operationsmile.ca/impact/](https://operationsmile.ca/impact/) to read the stories of the brighter futures you've helped create, results in the countries we're supporting, and so much more.

Learn how Christopher, Basma, Amaia, Tommy and other children are thriving thanks to the generosity of Canadians like you.



To learn more about the results and variances from projections, visit [operationsmile.ca/impact/](https://operationsmile.ca/impact/)

*Luz Valeria, age 8, and her mother, Pamela, from Bolivia*



# Ways to Give



**SCAN THE QR CODE**



**WILLS AND ESTATES**



**GIFTS OF SECURITIES**



**BECOME A SMILE PARTNER**



**DONATE YOUR POINTS**



**FUNDRAISE FOR SMILES**



**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



**Visit our website:** [www.operationsmile.ca](http://www.operationsmile.ca)



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Charitable Registration Number: 84064 3605 RR0001

*Basma, age 1,  
from Morocco*

