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WINTER

Operation Smile
Canada

Smile Report

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BRUNEL

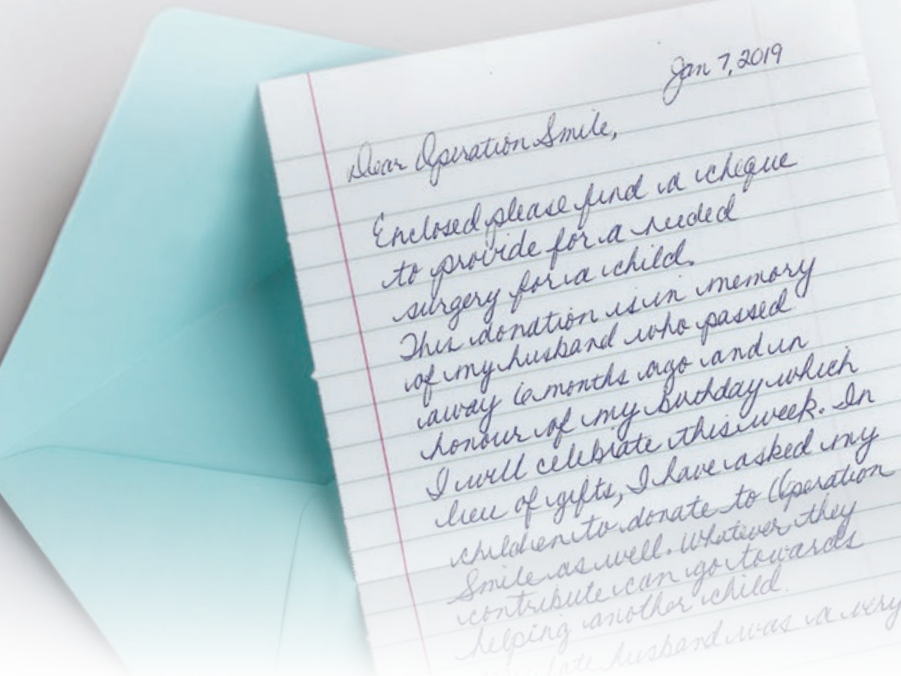
Miraculous transformations occur every day because you care and know that a smile changes everything. Brunel has a brand new smile thanks to you.

Featured with her father Armand in last summer's *Smile Report*, four year-old Brunel had just received

surgery during our Antsirabe mission in Madagascar. We went back to Madagascar in November 2018 for another mission and caught up with Brunel and her father Armand. Now nearly five and growing fast, she's eating better and is back at school and playing with her friends. Everyone is very happy with Brunel's new smile. Armand and his wife Solo are grateful, and had this message, "Thank you Operation Smile. Please say hello and thank you to all the

Operation Smile Madagascar staff." Thanks for helping give Brunel such a beautiful new smile.





LOVE. LETTERS.

Nothing makes us happier than hearing from you. This letter touched all our hearts when it was received and read aloud at our staff meeting. **Thank you Annette!**

January 7, 2019

Dear Operation Smile:

Enclosed please find a cheque to provide for a needed surgery for a child. This donation is in memory of my husband who passed away 6 months ago and in honour of my birthday which I will celebrate this week. In lieu of gifts, I have asked my children to donate to Operation Smile as well. Whatever they contribute can go towards helping another child.

My late husband was a very kind and giving man and I know he would have been pleased with my decision to give rather than receive... knowing full well that the blessing would be ours anyway.

God bless you in your important work as you give gifts of healing and hope over and over again.

Sincerely yours,

**Annette,
Cambridge, ON**

Keep your love letters coming by writing us at:

Operation Smile Canada
375 University Ave., Suite 204
Toronto, ON M5G 2J5



Bill and Kathy Magee

THANK YOU

Since 1982, Operation Smile has had the opportunity to provide exceptional surgical care for patients and families affected by cleft lip and cleft palate, and strengthen the infrastructure of the surgical care systems in the communities where we work.

Over the years, we've learned that children are the catalysts that allow us to have a better understanding of our world and the diversity of cultures within it. It's through children that we can see the future of our families, our communities and the world around us.

We have often said that, "A smile is the beginning of love." If we enable people to smile with one another confidently, we believe that people will love each other in a pure and gentle way.

We cannot thank you enough for giving Operation Smile the ability to continue to expand our compassion worldwide. We remain driven by the fact that the need is great, but so is our resolve to deliver life-changing and life-saving surgery to people where it's needed most.

Thank you for joining us, for giving so generously, and for being truly valued partners on this incredible journey.

Bill & Kathy

Bill and Kathy Magee, Co-Founders, Operation Smile.

Longest Day of SMILES

WHAT MAKES YOU SMILE?

June 21st might seem far away, but it's a special day at Operation Smile Canada and we want you to join us in celebrating the Longest Day of SMILES.

Beginning March 21st, we are kicking off our second annual Longest Day of SMILES campaign by inviting everyone to spread and share smiles with family, friends, colleagues, the bus driver...everyone!

Our collective goal is to start a Canada-wide SMILES movement and raise \$240,000 to give 1,000 more children with cleft conditions free surgeries that will lead to their brand new smiles.

Anytime between March 21st and June 21st you can...



Fundraise individually or with a team by creating a Longest Day of SMILES online fundraising page at: www.longestdayofsmiles.ca



Host events like dinner parties, athletic competitions, game nights, bake sales...do whatever makes you SMILE



Post pictures to social media of what makes you smile and tag #longestdayofsmiles to help spread awareness about cleft conditions

Share whatever makes you smile, raise funds, donate and help others smile too. Then we will celebrate your achievements on the longest day of the year on June 21st - the Longest Day of SMILES.

Join us today! For more information, visit www.longestdayofsmiles.ca, follow us on social media @operationsmilecanada #longestdayofsmiles, or email Lana at: mysmile@operationsmile.org



Jessica Zhang



Mark Climie-Elliott, CEO

THANKS FOR HELPING US HIT THE HIGH NOTE!

Everyone here at Operation Smile is deeply grateful and humbled by your generosity towards Operation Smile and the important work we do to bring hope and dignity to children around the world in need of corrective cleft surgery. The impact of your gifts is immediate, tangible and life-saving. Thank you.

In my short time here at Operation Smile, I have had the privilege of meeting so many wonderful people who want to make a difference in a child's life. I was in Vancouver mid-January and took part in a benefit concert for Operation Smile hosted by the **Jessica Vocal Music School**. The concert, sponsored by Respon Wealth Management, featured renowned opera soloist Jessica Zhang and her Royal Conservatory of Music students in a stunning evening of contemporary and classical music. It was a shining example of the breadth of community support and the commitment you, our donors, have for our mission. We can't thank you enough. For with you and the incredible medical volunteers by our side, children around the world and their families are smiling.

Best, Always!

Mark Climie-Elliott, CEO, Operation Smile Canada

MAXIME

A little less than an hour after Maxime went into the operating room his surgery was complete. Today, he works at his local church. He told us his life has changed so much now that his lip is repaired. Maxime now has friends and no one calls him names or laughs at him. He told us how very happy he is. Maxime hopes to go to school one day. His parents didn't send him as a boy to try and protect him from bullying. When he's old enough, he also looks forward to having his own rice field and farm so he can make enough money to take care of his entire family.





PARTNERS OF IMPACT

Rwanda's First-Ever Plastic Surgery Program

Operation Smile has partnerships with over 300 local and international non-governmental organizations, hospitals and governmental organizations to break down barriers to care and build up health systems to ensure that children around the world get the safe surgery and care they deserve. Through a successful partnership with Partners in Health, the central African nation of Rwanda now has its first ever plastic surgery program.

Rwanda faces a huge problem: there are only two reconstructive plastic surgeons and 18 anesthesiologists in the country of 12 million people. Drawing on our history of medical missions and surgical programming in Rwanda that started in 2010, we recognized the country's surgical needs extended far beyond cleft conditions to include trauma and burns that require surgery.

With the goal of closing gaps in the national health care system related to cleft care and plastic surgery, we revitalized our relationship with the University of Rwanda and Operation Smile began hosting new surgical training rotations in October 2015.

The effort started informally with small teams of volunteers in anesthesia and nursing at both Rwinkwavu District Hospital and Butaro Hospital in Rwanda's northern region. The focus shifted to surgical training as the partnership grew. It soon became evident that we could successfully and effectively treat the backlog of patients affected by cleft in Rwanda while simultaneously impacting the surgical capacity for the entire country.

Through our partnership, we were able to build the country's surgical capacity by providing training for general and plastic surgery residents. In conjunction with the University of Rwanda, we formalized a three-week surgical rotation template, identified target trainees, and began putting curriculum in place for plastic surgery residents, general surgery residents, anesthesia residents, nurses and hospital staff.

Gaps in the health care system are now filled with specialized training and additional programming that includes wound care workshops, nutritional counseling, and the treatment of malnourishment with



ready-to-use therapeutic nutritional food supplements. Life-support training courses and ongoing equipment and biomedical training for hospital staff are also conducted.

Commenting on the success of this important initiative, Operation Smile's previous Regional Program Manager for East Africa, Roy Kariuki says, "In 2015, Rwanda was a beautiful country, filled with hope and promise of a sustainable health care system for her people, but was staggering under a huge population who could only access two plastic surgeons in the entire country. Through sheer drive, hard work, and the resiliency of amazing partnerships, four years later we can now proudly say Operation Smile Rwanda has launched the country's first ever plastic surgery program. I am so proud to have been part of the Operation Smile team that led the charge in making this a reality."

This article first appeared on the Hilton Prize Coalition website, with thanks to author Andrew Karima, Operation Smile Rwanda Coordinator.



SCHOOL SPIRIT

The spirit and desire to help others is alive and well with today's students. Like you, they know that supporting Operation Smile has immediate and tangible impact on the lives of children.

St. Mary's College in Sault Ste. Marie, Ontario has been supporting our kids since 2006 after teacher Mme. Rita Trecroce watched our TV program and knew she had to do something. She shared our story with her school and ever since St. Mary's College has held a Smile Campaign to help provide life-changing cleft surgeries to children in need.

St. Mary's College recently finished their latest Smile Campaign which had a goal of \$4,800 - enough money for 20 cleft surgeries. Spearheaded by the

Grade 12 French Immersion Religion class, the Smile Team organized fundraisers over several weeks and happily surpassed their goal. The team raised nearly \$6,000!

Team leader Taylor Greco commented, ***"Being a part of this campaign was not only an opportunity to help others and save lives, but also to better ourselves as teenagers. I'm so happy we were able to surpass our goal and help so many children in need. Knowing that we were able to make an impact with our work is a very rewarding feeling."***

Another school making a big difference is Toronto's **Northern Secondary School**. Their Operation Smile Student Club raised \$600 and won the 2018 BE CHANGEMAKERS Campaign.

Launched in the Fall of 2018 the campaign challenged student clubs to fundraise as much as they could in a six-week period to help provide cleft surgeries. Eight student clubs participated and collectively they raised over \$2,000 for new smiles.

Thank you Northern Secondary, Marianopolis College, Western University, the University of Alberta, the University of British Columbia, Lisgar Collegiate Institute and JN Burnett Secondary School for being CHANGEMAKERS. We truly couldn't help as many children as we do without your incredible support.

SINGING FOR SMILES

Fred Eaglesmith has spent his career in the music industry, touring North America and Europe, appearing on "The Late Show with David Letterman" and earning a Juno Award along the way. He's also a valued long-time supporter of Operation Smile. Over the past 7 years, Fred has hosted his annual Fred Eaglesmith Charity Picnic in Aylmer, Ontario in support of Operation Smile. With the help of his fans and supporters, Fred and his wife and musical partner Tif Ginn have raised over \$63,000 to bring new smiles to children around the world. This year will mark the 25th anniversary of Fred's Charity Picnic (www.fredeaglesmith.com) and we are truly thankful to Fred and Tif for showing that everyone can give a smile to a child living with a cleft condition.



CORPORATE ENGAGEMENT

Paraguay Mission

With the enthusiastic support of friends, family and her employer Johnson and Johnson, volunteer Cindy Côté was part of our International Mission to Asunción, Paraguay in Sept. 2018. It was Cindy's first time to South America, and her first mission.

Why did you want to go on a Mission?

I wanted to take on a new challenge in my life, and I thought volunteering for a mission would be a great opportunity to give back and make a world of difference. Operation Smile is a long-standing charity of choice for Johnson and Johnson, and my supervisor was 100% supportive of the idea. Every year, we have an employee challenge and I was one of the top fundraisers. That secured my position on a mission team.

What was the first day like?

Day 1 is Screening Day and it was a bit overwhelming. My first thought was "where did all these people come from?" because there were over 200 children plus their parents. For some people, their trip lasted 10 hours just to get to the mission site. But everyone was very friendly and happy to be there, and so patient as they waited for their child to be seen. I couldn't imagine what the families were going through. My role on screening day was to keep the kids occupied and entertained while they waited. It was a really long day but lots of fun.

What were your thoughts going into Day 1 of surgery?

I was very excited on the first surgery day, largely because I didn't know what to expect. I was in the pre-operative area where children were waiting for



Cindy Côté with Jasmine before her surgery.

their surgery. It was a busy place. I kept looking at the beautiful children, thinking "how are they going to fix this? How are they going to put a smile on this face?" But the Operation Smile volunteer doctors and nurses are true "miracle workers" because I saw all those new smiles at the end of each day.

Did you meet anyone special?

Yes! There was a little girl, Jasmine, who I met on Screening Day. She was there with her parents and at first she was a bit shy. But we kept bumping into each other throughout the day. We started off skipping rope together, then colouring and drawing with other children. We definitely developed a bit of a bond. After Jasmine had her surgery, I was with her when her mom got to see Jasmine's brand new smile. There were tears all around and it was so touching to see Jasmine's mother holding her. It was such an incredible experience to see lives being transformed right in front of your eyes.

At the end of the mission, what were you feeling?

I was struck by how relieved the children's parents were after surgery. I'm sure for a lot of parents, being in a hospital and having a child undergo surgery was a first-time experience.

After surgery, you could see how happy they were. The whole experience really put things back in perspective for me. It taught me that we're capable of so much more in our lives. It was also a truly humbling experience.

Did going on a Mission alter your views about Operation Smile in any way?

Before going on the mission, I knew Operation Smile did great work, but seeing that work first-hand on a mission was truly remarkable. I have a new appreciation about the impact surgery has, not just on the child, but also on their family as well. You saw it in the face of every child and every parent.

What would be your message to our donors?

First, it would be thank you. If you ever wondered about the impact of your donation, I can honestly say that \$240 really does make a difference in a child's life. Surgery absolutely changes their life forever and their family's too. Donors do make that much of a difference and everyone is so grateful. It's so true that if you create a smile, you change a life.

To learn more about how you or your office can get involved, contact Lana at: mysmile@operationsmile.org



MEDICAL VOLUNTEERS

Nurse volunteers with two patients waiting for surgery (L to R),
Lisa, Jenny, Elizabeth, Carissa and Andrea

Canada was well represented on a recent medical mission to Haldia, India in early January. Five nurses volunteered their time, expertise and passion to make the mission a success. ***“It has been a beautiful mission here in India - with over 110 smiles made!”*** said Andrea (right). “The families are so touched and grateful, not only for their child’s new smile but for the ability for the children to now eat and speak properly.

It’s so touching and fulfilling to see the gratitude in these families’ faces, a look that words could never express. Thank you to our donors who have made this experience possible.” We extend our heartfelt thanks to all the mission volunteers and donors back home who support these vital missions. Operation Smile is special because of you.

LUNA

A Smile in the Making

On a recent medical mission to Guadalajara, Mexico in February 2019, Luna had surgery to repair her cleft palate. She arrived at the hospital with her *abuela* (grandmother) Rocío, who took her in as her own daughter when Luna was a baby.

“Luna, as you can see, is so sweet and caring. She is so smart and everyone really likes her,” says Rocío. Luna has faced many hardships in her short life. She was born with a cleft lip and palate, conjoined fingers and without two toes on one of her feet. ***“How she was born makes me sad, but you have to be positive and strong for her. I can’t cry in front of her so I ask her to walk away when I can’t control my emotions,”*** Rocío said.

Luna doesn’t remember having her lip repaired last year because she was only two. She does remember the surgery

to separate her fingers because it was very painful. Rocío and Luna’s aunts and uncles have joined together to make sure Luna has the best life possible.

She’ll start school in August because her aunt was able to negotiate a scholarship at a wonderful school near her home. She loves to swim and is starting to dance ballet. One day she wants to join the girl’s fútbol team at her school so she can make friends with her new classmates.

Thank you for giving Luna a beautiful new smile and a life full of new opportunities.



Luna. Photo by Osvaldo Gpe Godina.





The Forever Smiles Club celebrates our donors who have committed to making a lasting gift, such as remembering Operation Smile Canada in their will. It's easy to join. Simply let us know that you have left a gift in your will, retirement account or life insurance policy.





We are forever grateful for your lasting gift to Operation Smile Canada.

For more information on the Forever Smiles Club, contact Ken Butland at **1.844.376.4530** or by email at: ken.butland@operationsmile.org

WE'RE HERE TO SERVE YOU

We're here to serve you. From making a donation on the phone, updating your contact information, changing your monthly donor credit card or banking information, to discussing the impact your gift is making, we're always so pleased to hear from you.

How to reach us

 Contact us by phone:	Toll free: 1.844.376.4530 or Local: 647.696.0600
 By email:	ca-supporters@operationsmile.org
 By mail or in person:	375 University Ave., Suite 204 Toronto, ON M5G 2J5
 Visit our website:	www.operationsmile.ca



UPCOMING MISSIONS

International and Local Missions occur around the world every month. New smiles are created, lives are changed, and many patients receive follow up care. Here is where we'll be over the coming months thanks to your support.

	Country	Mission Type	City
MARCH	Dominican Republic	International	Santo Domingo
	Paraguay	International	Asunción
	Nicaragua	Local	Managua
	Bolivia	International	Santa Cruz
	Russia	Local	Rostov-Don
	Ghana	Post Op Roaming	*Scheduled
APRIL	Nicaragua	Local	Managua
	Russia	Local	Astrakhan
MAY	Brazil	Local	Cariri
	Morocco	Local Dental	Benghrir
	Philippines	International	Bacolod
JUNE	Bolivia	Local	Santa Cruz
	Mexico	International	Monterrey
	Nicaragua	Local	Managua
	Ghana	Local	TBD
	Russia	Local	Irkutsk
	Morocco	International	Dakhla

If you'd like to learn more about supporting any of these missions or our work, please call us at: 1.844.376.4530, or e-mail us at: ca-supporters@operationsmile.org We'd be very happy to answer your questions.