

Smile Report



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BRINGING CARE
CLOSER TO HOME

SOFÍA IS WAITING
TO SMILE

Signs of Hope

Annaya was just six weeks old when she first visited the Grace McGregor B. Care Centre in Managua, Nicaragua. The care centre provides year-round treatment for cleft patients and leads surgical innovations in the treatment of cleft lip and cleft palate throughout Nicaragua. Annaya's mother, Iris, had a healthy pregnancy and her ultrasounds did not reveal Annaya's cleft lip and palate.

When Annaya was six-months old, she and her mother travelled more than eight hours to the centre for a complete medical consultation. After her evaluation by our specialists, Annaya was cleared for her first surgery to repair her cleft lip. This sweet girl received her new smile in April 2021. Iris was overjoyed to see her daughter after her surgery, "I feel that I am living in a dream seeing my daughter with her lip repaired."

Annaya will continue to receive comprehensive follow-up care from our team at the care centre. When the time is right, a second surgery to repair her cleft palate will be scheduled. With tears in her eyes, Iris expressed her gratitude to Operation Smile, our medical volunteers and to you for changing her daughter's life.



MARK'S MESSAGE



Thankfully, summer is finally here. With it comes a sense that the worst of the pandemic might be behind us, at least here at home. Yet elsewhere, and in many of the countries where we work, the pandemic continues to impact the lives of our volunteers, and the patients and families we serve. They are in our thoughts on a daily basis.

Our commitment to our patients during the pandemic has led us to innovate many aspects of our work – all in record time. We're focused on delivering our cleft surgical programs in close partnership with local hospitals utilizing our local medical volunteers. We are expanding nutrition programs because keeping patients healthy while they wait for surgery is an essential part of caring for them. We're also keenly aware that education and training of local medical volunteers is particularly important now to help expand the numbers of cleft surgeries we can perform and further enhance the quality of care we need and want to deliver.

These innovations have heightened our desire to do more. Thousands of children are still waiting for their cleft conditions to be repaired. Every smile surgery we can deliver, with your help, is one step forward. We are forever thankful to have you by our side as we look to the future and make plans to do much more to help children with cleft conditions, their families, and their communities.

Mark Climie-Elliott, CFRE
CEO and Chief Smile Officer
Operation Smile Canada



*Miguel, from Ecuador,
with Homaire, a
clinical coordinator.*

SURGICAL PROGRAMS – UPDATES

Retool, Rebound, Reward

The last few months have seen a burst of activity in surgical programs in several countries. Partnerships with local hospitals and clinics, enhanced COVID safety protocols to keep everyone safe, and a strong commitment to perform surgeries and provide care, when and where it's safe, has enabled children to receive the surgery and care they need.

Operation Smile Nicaragua conducted a week-long surgical program in April 2021 – its first since March 2020 when COVID paused activities. This five-day program screened 109 patients, and local medical volunteers conducted 59 surgeries.

In China, two surgical programs occurred in the cities of Wenshan and Zhenxiong. In Wenshan, medical volunteers screened 91 patients and performed 55 surgeries over three days. The program in Zhenxiong lasted three days and over this time, 71 patients came for screening and 35 patients received cleft surgery.

Operation Smile Mexico has also resumed its surgical programs. In Puebla, during the first week

of March, 39 surgeries were performed; in April in Chiapas, 31 patients received surgery and in May in Monterrey, 37 patients were screened and 27 received their new smiles!

Further south in Panama, surgeries resumed in February and now occur monthly. In April, three-days of surgeries - funded entirely by an anonymous Canadian couple - resulted in 21 patients receiving new smiles at the Hospital Materno Infantil José Domingo de Obaldía.

In the Dominican Republic, two surgical programs occurred in March and May, screening 42 patients and delivering 18 new smiles.

In Latacunga, Ecuador, local medical volunteers provided new smiles to seven patients in March, including one-year-old Miguel, pictured above.

Monthly Surgical Programs

With differing impacts and responses to the pandemic in the 35 countries where we work, Operation Smile has worked closely with local hospitals, health authorities and ministries of health to resume local surgical programs.

In some countries, this means booking operating rooms in local partner hospitals and scheduling surgeries on a monthly basis.

Monthly surgical programs are now being conducted in Colombia (25 patients/month), Honduras (10 patients/month), and Ecuador (12 patients/month).

Operation Smile Nicaragua has a strong partnership with the Fernando Vélez Paiz Hospital in Managua. Since February, a day-long surgical program has occurred in the hospital monthly and has provided up to 10 patients per month with the surgery they needed.

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



Sofía was born with a bilateral cleft lip and spent her first few weeks of life in an incubator. Lilian soon found out about Operation Smile Bolivia and reached out for medical guidance and help for her baby.

Our medical volunteers guided Lilian on how to feed her baby. Sofía initially had trouble latching and holding onto her bottle, which led to her becoming malnourished. With Lilian's perseverance and our medical volunteers' support

BRINGING CARE CLOSER TO HOME

Of the 7.8 billion people in the world, approximately 5 billion (64%) do not have access to safe and timely surgical care. It's a big number and the barriers facing many of our patients, and future patients and their families, in accessing care and surgery are very real. Chief among them are distance and cost.

In Nicaragua, a typical patient's family earns approximately \$30 per month. The expenses for seeking medical care for these patients in the capital city of Managua are over \$100 per person for each visit.

That's why our local medical volunteers and the staff of Operation Smile Nicaragua made a trip in January 2021 to the eastern coastal city of Bluefields, located 350 kilometres from the capital. The purpose of the trip was to bring comprehensive cleft care to patients in the region so they would not have to travel.

With funding support provided by Canadian partners, this new pilot program helped reduce or eliminate the distance and cost barriers for patients. The program was an

immediate success and a second trip followed in March.

During these two trips, Operation Smile Nicaragua provided care to 79 patients and conducted 411 consultations in specialties like plastic surgery, psychology, speech therapy, dentistry, pediatric dentistry, nutrition, and social work. Among the patients benefiting from this pilot program was Annaya – featured on this report's front cover.

A third trip occurred in May, with a fourth expected in late June. Thanks to your support, we're able to maintain our commitment to provide care to patients with cleft lip and palate in this region of the country where patients face many barriers to care.

Medical volunteers in Bluefields, Nicaragua



SOFÍA - ONE OF MANY WAITING TO SMILE

and guidance via the phone, Sofía continued to grow and gain weight. Initially, she received weekly consultations and then monthly ones. Lilian met with our volunteer surgeons and dentists through video calls, who cleared up her doubts regarding her baby's impending surgery. Through these calls, the dentist guided Lilian on how to prepare Sofía for surgery as they waited for restrictions to ease.

Lilian's resolve to help her baby provided her with the unique opportunity to understand Sofía's pre-surgical treatment. Lilian is very grateful for the virtual consultations and guidance she has received. Sofía is six-months old now and continues to receive comprehensive care while she waits for surgery.

COMPREHENSIVE CLEFT CARE

Comprehensive cleft care is the coordinated, well-timed delivery of care involving many medical specialties. It is designed to provide patients and their families with the best possible outcomes from birth to adulthood, starting with a new smile.

This model of care provides quality, patient-centred and continuous cleft care treatment so patients thrive before and after surgery. Programs are provided in partnership with local hospitals or through our network of local care centres. Wherever and whenever we care for patients, our goal is to support their complete rehabilitation and inclusion into the fabric of their local community.





PRE-NATAL

Helping parents with information and support before birth replaces fear with hope and starts a journey of caring.



INFANCY

Babies with cleft lip and cleft palate often have difficulty feeding. Nutrition programs and counselling for parents help babies be ready for surgery.



EARLY CHILDHOOD

Surgery to repair cleft conditions is best done early in life. Three additional surgeries are often required to repair a cleft palate.



CHILDHOOD

As children develop, their facial structure changes. Dentistry and orthodontics help keep their teeth and jaw aligned. Cleft conditions often affect speech development. Speech therapy helps improve speech.

Through Operation Smile's expertise in treating cleft lip and cleft palate, we create solutions that deliver safe surgery and complete care to people where it's needed most.

Our care starts with a child... and leads to a smile... and so much more.

Patients can access surgery, care and support throughout their lifetimes.

ADOLESCENCE

Psychological support is an important part of the healing process.



ADULTHOOD

Surgery to repair a cleft condition transforms a life at any age.





SEBASTIÁN

Julieta was filled with worry for her new son Sebastián. He was born with a cleft lip and her ultrasounds never revealed her son's cleft condition. "The first thing I thought was is he okay, and could he breastfeed? Fortunately, he was able to do very well, but he still needed to correct his problem," said Julieta.

The pandemic had brought life in her city to a halt, and Sebastián was put on a surgical waiting list at a local clinic to have his cleft lip repaired. Julieta grew more anxious as Sebastián grew older. She feared he would face difficulties because of his appearance.

"They bullied my oldest child, making fun of his little brother. They told him why his mouth was like this and I was thinking about my child's future."

Julieta found out about Operation Smile Mexico quite by accident. When her father visits, he always brings her Sabritas® LAY'S® potato chips. That day she happened to read the back of the bag. On it was information about cleft conditions and Operation Smile Mexico. A month later, and after a seven-plus hour trip to Monterrey, Sebastián had surgery for his cleft lip. "I couldn't believe it happened so fast. All thanks to a bag of Sabritas® LAY'S® chips," Julieta reflected.

"I knew that this process would be difficult, but the result will be worth it because he will have a normal life," shares Julieta. She is aware of the comprehensive follow-up care that Sebastián will continue to receive and thanks Operation Smile for their love and dedication.

READY FOR MORE

It's hard to believe it was 38 years ago that we founded Operation Smile. Out of a single surgical mission to the Philippines, we've had the good fortune of becoming a global leader in cleft surgery and care and **we couldn't have done it without you**. Thank you for all that you've allowed us to do and thank you for all the new smiles and complete care you've helped deliver to the children and young adults we serve. It is truly our privilege to work with you by our side and with our incredible medical volunteers.

The impact of the pandemic has been profound for all of us. So many children are waiting for their cleft conditions to be repaired. So many countries are feeling the pandemic's pain. Through it all, we've never lost sight of our commitment to the patients we serve and have found many innovative ways to help them. This innovation will continue in the years ahead.

Our primary focus has always been, and will continue to be, cleft surgery and care. It is the core of who and what Operation Smile is. When, where and how that surgery and care is provided has evolved over the years. That evolution will continue as we move through and beyond the pandemic. The time is right to retool our work and prepare to be **Ready for More**.

While these are especially trying times for our patients and their families, we know as a committed and generous community of caring partners in our work, we can help them pull through. We have to! Thank you for caring as much as you do. We are truly blessed to have you as part of the Operation Smile family.

Bill & Kathy

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



3,000 NEW SMILES!

With Presenting Sponsor LISTERINE® SMART RINSE®, an anonymous matching gift donor and the participation of hundreds of caring Canadians, this year's Longest Day of SMILES® was a tremendous success. By June 20th, the longest day of the year, over \$720,000 had been raised to help deliver 3,000 new smiles to children with cleft conditions. Thank you to every community ambassador who participated, raised funds and awareness, donated, and showed their support online. You really did Make Someone Smile! Thank you.

THANK YOU

FOR MAKING



A HUGE SUCCESS



MAKE
SOMEONE

SMILE

Thank you to our presenting sponsor, proud partners, participants and donors for all of your support!

PRESENTING SPONSOR

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“INSURING” NEW SMILES LAST FOREVER

The ease and simplicity of designating a charity like Operation Smile Canada as a beneficiary of your life insurance policy is a powerful way to impact the lives of children with cleft conditions.

You may have a life insurance policy you haven't thought about in years. Perhaps it was purchased long ago when your family needed protection and financial stability, yet that is no longer the case. Your priorities and the things that matter to you have probably shifted since you first got the policy.

Naming Operation Smile Canada as the beneficiary of an existing life insurance policy is a quick, simple and highly effective, tax-smart way to create lasting impact. That's because the gift (the proceeds from the policy) isn't subject to taxes, probate costs or estate debts, nor can it be legally challenged like other estate assets.

In fact, your estate receives tax benefits from a gift of life insurance.

Donating proceeds from a life insurance policy is the easiest way to leave a lasting impact, and there are other ways too.

You can **donate an existing policy** now, rather than waiting. Another option is to **purchase a new life insurance policy** with Operation Smile Canada as the owner and beneficiary. In both cases, and depending on the type of policy, there are tax benefits available to you.

To learn more about a gift of life insurance, please reach out to Ken Butland at **(647) 952-8229** by email at **ken.butland@operationssmile.org**. We also encourage you to speak with your financial advisor or insurance broker when making your plans.



ForeverSmiles
Club

The Forever Smiles Club honours supporters who make a lasting gift to Operation Smile Canada through their estate plans. Members receive an exclusive lapel pin, along with a certificate recognizing their commitment to Operation Smile's global work. To become a member, please reach out to us! We look forward to thanking you.

Britany, age 15,
from Honduras



ALWAYS BE THERE FOR THE CHILDREN

Every gift leads to a smile and means the world to a child who needs your help. A great way to help more children 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.

After cleft surgery, many children require follow-up care. Britany is one of them. She lives on the outskirts of Tegucigalpa in Honduras and was born with a cleft lip and palate. After an unsuccessful first surgery, Britany's mother Cintia found Operation Smile Honduras. Medical volunteers repaired Britany's cleft lip when she was ten-months old and her cleft palate a little later. Britany just celebrated her 15th birthday and is still a patient at our care centre. She makes regular use of dentistry and speech therapy services. Her dream is to become a nurse, and while she waits for the pandemic to end, she's exploring a new-found interest – technology.

This is just part of your impact as a monthly **SMILE PARTNER**. More local, small-scale surgical programs are resuming where conditions are safe for patients and local medical volunteers. Moving forward together, you can 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](https://www.operationsmile.ca) and become a **SMILE PARTNER** today. Thank you.

Thank you for transforming a child's life with a new smile.

WE'RE HERE TO SERVE YOU

From making a donation over the phone, updating your contact information, changing your monthly donor credit card or banking information, to discussing the impact of your gift or how to have lasting impact with a gift made through your will, we're always so pleased to hear from you.



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