



2024
WINTER

Smile Report

Operation Smile
Canada

*Lexxi, age 9,
from Venezuela*



Transcending Borders

A commitment to brighter futures

In 2022, over 100 million people were displaced worldwide due to violence, conflict or human rights violations.

Operation Smile has declared a commitment, in alignment with the World Health Organization, to create brighter futures for people with cleft conditions, regardless of where they live. Our Transcending Borders Signature initiative answers the call of the United Nations to create more resilient and inclusive health systems that serve the needs of vulnerable people.

Venezuelan refugees have fled to La Guajira in northern Colombia, where Wayuu indigenous and internally displaced communities have historically struggled with food insecurity, malnutrition, and lack of access to health care.

Amid political turmoil in Libya, Operation Smile Egypt and Libya united with several local organizations and non-profits as well as ministries of health to welcome patients from Libya living with untreated cleft conditions. The program was the first of its kind in Egypt and resulted in Libyan patients receiving cleft surgery and care while Libyan medical professionals also received training.

Over the next decade, Operation Smile will care for patients from Libya, Yemen and Syria, delivering life-saving surgeries and improving the health and well-being of children born with cleft conditions.

We believe that, **TOGETHER**, we can bring about transformative change that will improve the lives of the people we treat and the professionals who serve them.

Your support guarantees that patients like Zander from Belize, Pedro and Lexxi from Venezuela, and so many others, will continue to have access to the safe surgery and comprehensive cleft care they need to survive and thrive.

*Zander, 6 months,
from Belize*



Educating To Build And Strengthen Health Care Systems Around The World

YOU are the reason Operation Smile has provided care and surgery to **more than 350,000 patients** in the last 40 years. **YOU** are the reason families around the world continue to access **comprehensive care** and **safe surgery** in more places.

YOU put the **tools in the hands** of our volunteers, and **YOU** contribute to the **continuous training and education** that is available to medical volunteers in the countries we serve.

TOGETHER, we are **strengthening health care systems** so that **MORE patients** are receiving care **CLOSER to where they live**.

Over 80% of our global medical volunteers come from the low- and middle-income countries we serve. This takes education and partnership – empowering local health professionals through training. The availability of more trained and qualified medical professionals dramatically increases access to care. Mentoring and equipping health care professionals in low- and middle-income countries gives them the skills and resources they need to better serve their communities.

Operation Smile has developed signature initiatives that enable us to honour our commitment to health systems strengthening around the world.



Kelly Raymond, Canadian Child Life Specialist, making patients smile before surgery

Women in Medicine

By educating and resourcing women in health care and medicine, Operation Smile can increase access to care and help build global health infrastructure.



85.6%

of Canadian volunteers are women

Operation Smile Canada is committed to funding the Women in Medicine Surgical Program in Ecuador, scheduled for March 2024.

Your commitment to Operation Smile allows more women to be trained through these programs.

Professor Salome Masswime speaking during Education Day in Lilongwe, Malawi





Medical professionals exchange knowledge and techniques during surgical procedures.

Operation Smile Academy

Together with long-standing volunteers, international clinicians and renowned specialists, Operation Smile Academy (OSA) offers a network of hard-to-replicate educational content, accessible from anywhere. OSA engages learners on every skill level across a variety of specialties including surgery, anesthesia, nursing, nutrition, oral health, speech therapy, and psychosocial support. This interdisciplinary approach to training promotes a global understanding of team-based care among our providers, guaranteeing each child receives the absolute best treatment possible.

Your support ensures that new and relevant content is available to medical professionals through Operation Smile Academy, reducing barriers to education and training for those who cannot afford it.

Comprehensive Care Conferences

Operation Smile's 2023 Comprehensive Care Conference, hosted from August 14 to 17, 2023, brought together volunteers and program staff who came from 24 different countries to discuss strategies in their fields, learn different mechanisms and techniques and enhance their skills to better serve our patients. Specialized cleft dolls and other medical supplies were provided to each country, allowing the teams to educate children about the procedures they will undergo and show them what they may expect; all within a safe and comfortable environment before said procedures.

Child Life Specialists received cleft dolls to utilize in their practice.



17
Speech
trainees



15
Nutrition
trainees



11
Psychological
trainees



24
Comprehensive
care program staff



The Power of Transformation



"I met Emmanuel during a surgical training program in Riohacha, Colombia, on February 14, 2023. He lives in an encampment for Venezuelan refugees, where Operation Smile has a program site for children living with cleft conditions who wouldn't normally be able to access surgery and care. Emmanuel attended our nutrition and speech therapy programs twice a week. A year ago, Emmanuel was shy and lacked confidence when he began his therapy. Several months later, I returned to see the progress of the class – and before I could step into our tented facility, he ran and jumped into my arms to say hi! He now sings and radiates confidence. It's programs like these that, over time, will ensure Emmanuel has the brightest future possible."

- *Mark Climie-Elliott, CEO and Chief Smile Officer*



"Seeing parents bringing their newborn babies to the surgical programs looking for answers and help is an incredibly insightful experience. Yhohander, a 1-month-old boy, was fitted with an infant obturator that will help him eat and grow strong and healthy for surgery."

- *Tamar Shostakovsky, Direct Response Marketing*



"It's a humbling experience to be able to participate in Operation Smile surgical programs. I had the privilege to meet the parents and understand the challenges of having a child with cleft lip and palate, such as feeding, speech difficulties and sometimes physical appearance. During our programs, our medical volunteers come together from different parts of the world and give their best care, consideration, and professionalism to each patient and family. It is a privilege to be able to see the transformation of our patients and the expressions and reactions of their families when they see each other again."

- *Susan Soto, Program Compliance and Reporting*



"Through the lens of Operation Smile, I witnessed the power of transformation, not just in surgical procedures but in the hearts of families. From homes to operating rooms, I followed the journey of a mother, a baby, and a new smile taking shape. The moment when a mother sees her child with a brand-new smile is an indescribable blend of joy and gratitude. This experience reinforced that our work goes beyond surgery; it's about restoring hope, building connections, and being the spark for countless smiles. To the generous donors who make these transformations possible, your impact is immeasurable. In the Dominican Republic and beyond, Operation Smile continues to create smiles that ripple through lives, leaving an enduring legacy of compassion and change."

- *Julia Navarro, Brand & Communications*

Become a SMILE PARTNER

Always be there for the children

As a partner of Operation Smile, it's clear that you're passionate about delivering safe surgeries to children born with cleft conditions.

Sometimes big issues need a lot of little answers.

Monthly contributions are one of the most efficient ways to support Operation Smile, and as we work to serve a million more patients in the next decade, every gift counts.

As a **SMILE PARTNER**, *HOW* you donate can be as helpful as how much you choose to give.

FOR YOU,

small monthly payments are easier on your budget. Automatic monthly contributions put you in control. **Your generosity takes effect immediately.**

FOR US,

consistent support helps us better plan and forecast our annual programmatic investments, and it is vital for services provided daily through our program countries.

FOR THE CHILDREN WE SERVE,

consistent support means more money for life-saving surgery and comprehensive care. You make a difference through the services listed on the right and so many more.

SMILE PARTNERS play a vital role in Operation Smile's work. You make it possible for a child born with a cleft condition to have a chance at a more vibrant, healthier life.

Call us at: **1.844.376.4530** or visit operationsmile.ca and become a **SMILE PARTNER** today.

YOUR MONTHLY INVESTMENT WILL PROVIDE:



Supplemental nutrition and education to children and families



Surgical procedures for patients that also provide training and education to local medical volunteers



Speech therapy for children who've received surgery



Necessary dental care before and after surgery



Psycho-social support to patients and their families

Ways to Give

From making a donation over the phone, updating your contact information, changing your 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.



Scan the QR code:
operationsmile.ca/please-give



Wills and Estates:
Transform more lives with a gift made through your will, estate, RRSP, life insurance, and more.



Gifts of Securities:
Donating gifts of publicly listed securities helps deliver new smiles for children, and you will smile over the tax savings.



AEROPLAN

Donate your Points:
Donate your Aeroplan points to help medical volunteers travel to our program countries.



Participate in Longest Day of SMILES:
Help us raise more SMILES throughout the year and into the Longest Days of June.

Dayana, age 10,
from Guatemala



**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

Charitable Registration Number: 84064 3605 RR0001



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