



HOPE AIR

2023 IMPACT REPORT

Bridging the distance between home
and hospital for Canadians in need

Zoe, 8 years old, Blood
Disorder-Diamond-Blackfan
Anemia, Windsor ONT



When you live in a small, rural or remote community, travelling far from home for medical diagnosis and treatment is a major barrier on your path to wellness. At Hope Air we bridge the distance between home and hospital from coast to coast, helping **3,000 patients in over 560 communities** across Canada.

In 2023 demand for Hope Air programs soared to an all-time high: 24,988 travel arrangements, including airline, hotel, ground transportation and meal support.

Hope Air's mission has never been more needed or relevant for families and individuals required to travel to reach vital health care. Our universal healthcare system comes with a caveat; you may have to travel long distances, and incur significant expenses, to reach the care you need and deserve. The Hope Air community—government, industry, donors, volunteers, advocates and partners—stands together to ensure we continue to answer the call from the most vulnerable, ensuring better health, reduced poverty and strengthening small and rural communities across Canada.

Together, we rose to the challenge in 2023.

We acknowledge that we live and work on the unceded, traditional territories of many Indigenous peoples. We are grateful for the privilege of being on lands that these peoples have nurtured since time immemorial.



MISSION

Providing Canadians in financial need with free travel to access medical care far from home.

VISION

A world in which every Canadian has access to the healthcare they need, despite distance or cost of travel.



BETTER HEALTH

As a result of timely access to appointments, a decreased need for emergency care, and early treatment and diagnosis.



REDUCED POVERTY

For those living in remote and rural communities in financial need whose quality of care would suffer without our support.



STRONGER COMMUNITIES

Facilitated by travel support for patients living in small and rural areas that helps them to miss fewer work days and remain in their home communities.

24988

TOTAL TRAVEL ARRANGEMENTS

560

COMMUNITIES

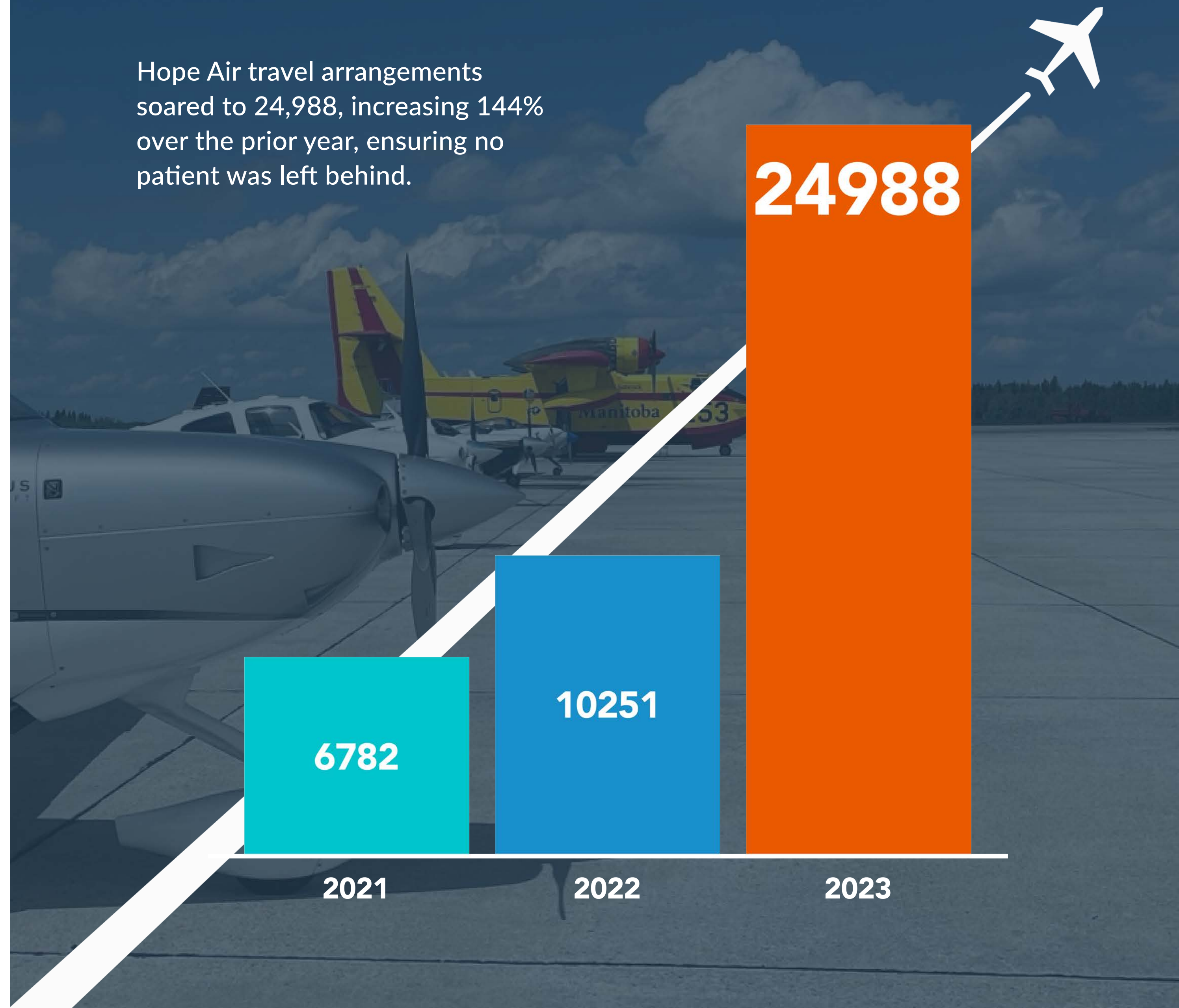
2950

PATIENTS

144%

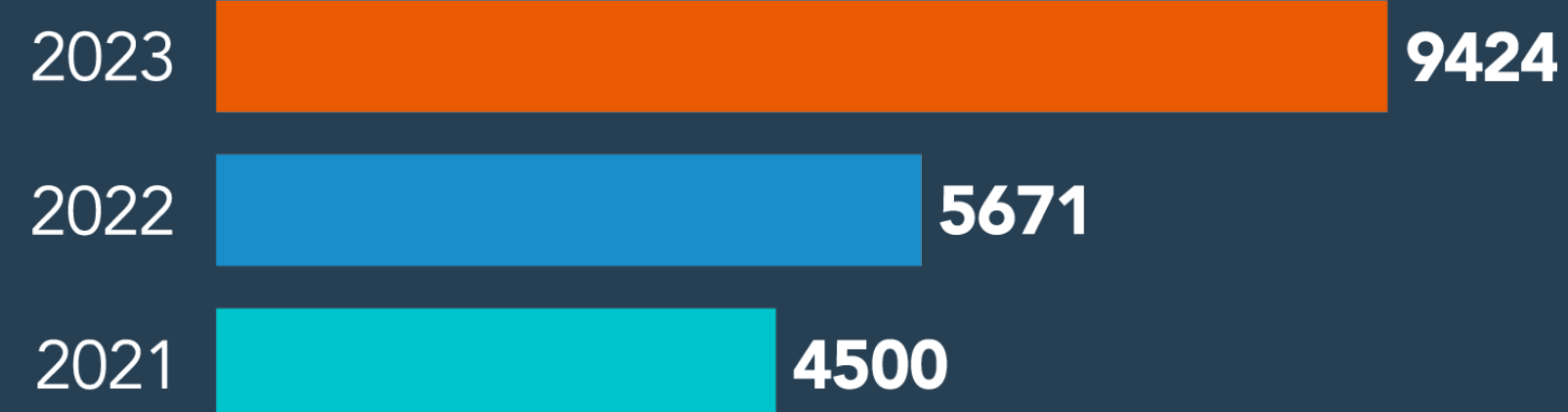
INCREASE IN TRAVEL ARRANGEMENTS

Hope Air travel arrangements soared to 24,988, increasing 144% over the prior year, ensuring no patient was left behind.



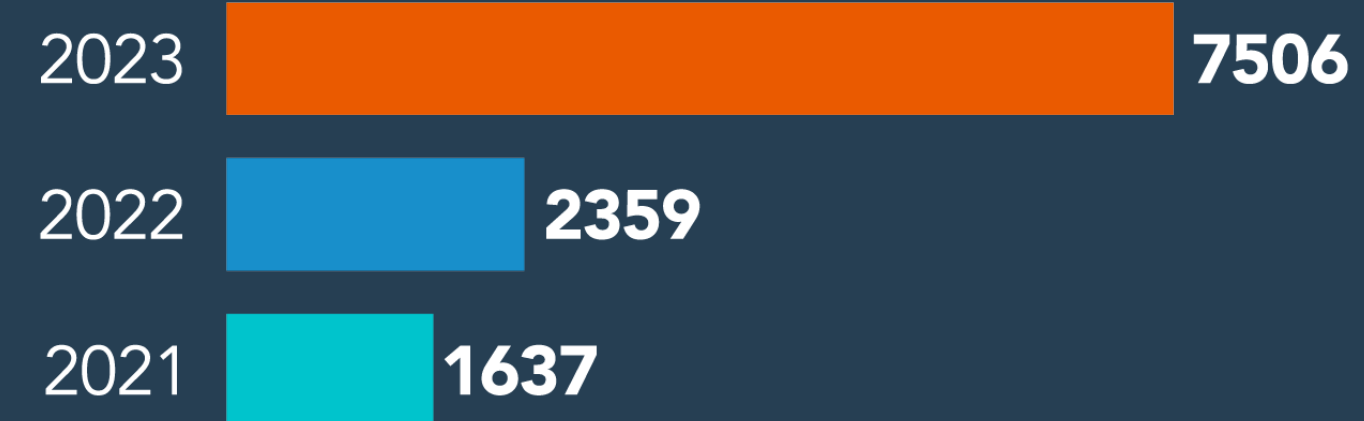
OUR PROGRAMS

FLIGHTS **9424** 



Free airline travel has been the core of our services since 1986. Hope Air provides free round-trip airline service for patients and escorts on national and regional commercial airlines such as WestJet, Porter, Pacific Coastal, Air Canada, Harbour Air, Bearskin Airlines, and many others. Hope Air also provides seasonal private airline travel programs through the Volunteer Pilot Program assisting patient living in more remote communities far from commercial airports.

HOTELS **7506** 



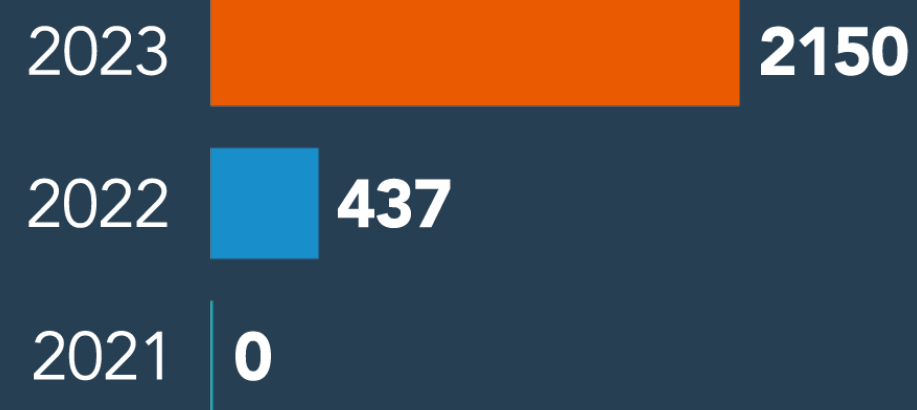
The Hope Air accommodation program provides free hotel stays for patients in financial need travelling far from home to access medical care. Available for patients and their travel companions, our accommodation program ensures that patients have a place to stay close to their treatment.

MEALS 3383



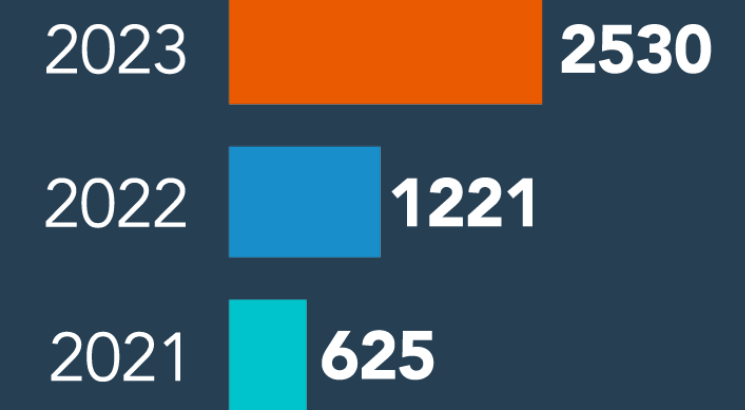
The Hope Air meals program provides patients with free meal support delivered in hotel. This ensures that patients are well nourished during their travel and reduces meal costs when staying overnight as part of their medical care.

RIDES 2150



The Hope Air Rides program provides free ground transportation from arrival airport to hospital and back. As medical travel does not end when the flight lands, we offer transportation around busy city centres through Uber or Taxi providers. This reduces cost and provides ease of travel for patients who may be unfamiliar with navigating their treatment city.

BRIDGE & FERRY PASSES 2530



Hope Air provides free Confederation Bridge or Northumberland Ferry passes for residents of Prince Edward Island travelling out-of-province by private vehicle for medical care. PEI residents are further supported with a free gasoline voucher to defray the costs of auto travel out of province.

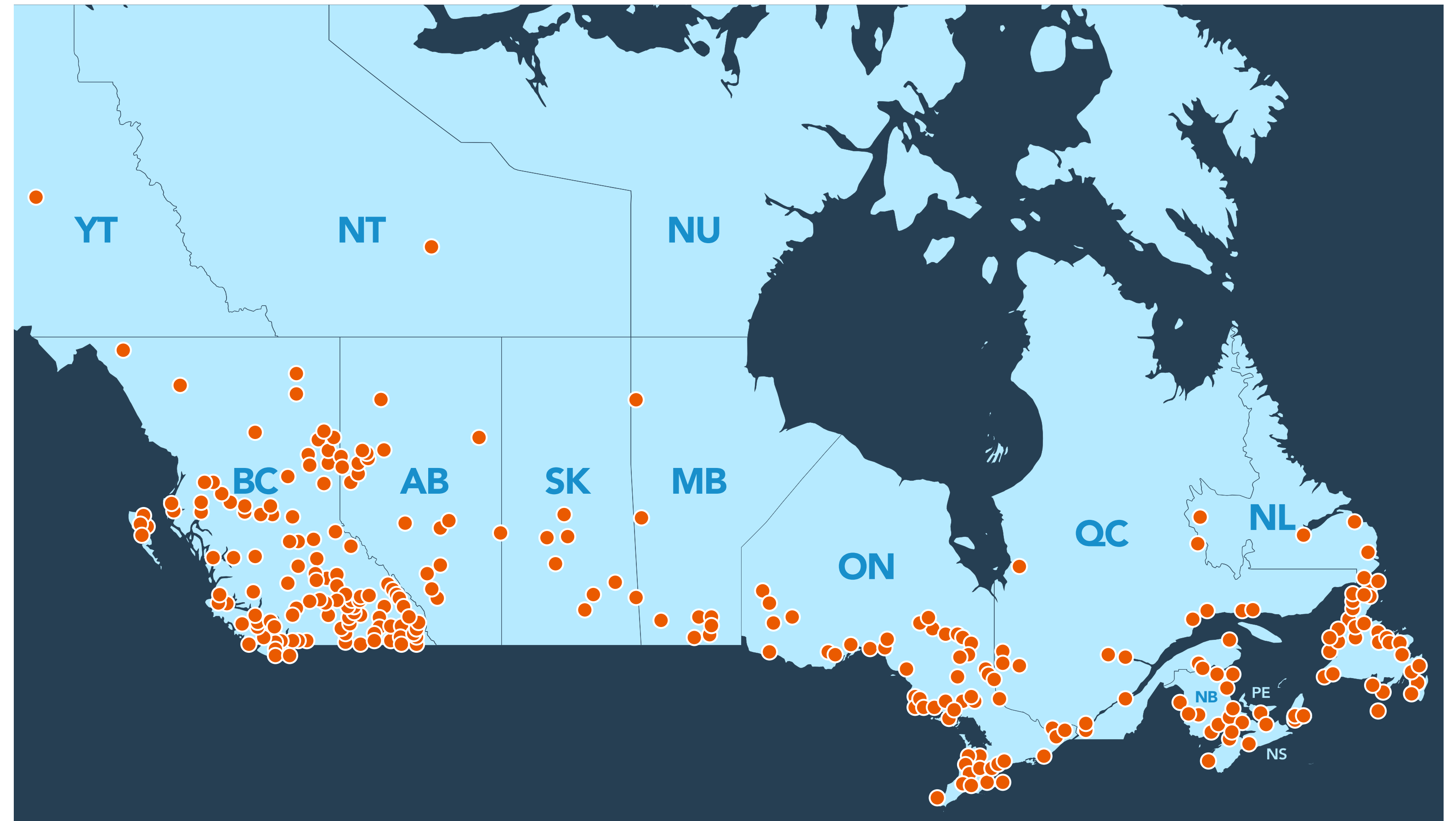
CONNECTING PATIENTS TO CARE

We believe that where you live should not determine if you live.

In 2023, we served patients from over 560 small, remote, and rural communities. Wherever our patients reside, we work to ensure families stay in their communities to maintain a sense of normalcy which allows them to focus on the most important thing, their health.

Click the link below to view our interactive map online and explore the impact Hope Air has in your community.

[LINK](#)





RESTORING HEALTH IN BRITISH COLUMBIA

Hope Air arrangements reached an all-time high in annual travel support for residents of British Columbia in 2023.

This milestone of 14,132 travel arrangements includes over 5,441 airline flights, 4,778 accommodation nights, 1,420 ground transportation trips and over 2,452 meals for patients in financial need, who travelling long distances to reach medical care far from home.

Hope Air assisted patients travelling for medical care from 196 communities across BC including Fort St. John, Terrace, Prince Rupert, Kelowna, Prince George and Castlegar among many others.

In 2023, Hope Air announced a transformational funding partnership with the government of British Columbia. With a \$10 million dollar investment by the Province, Hope Air launched enhanced travel support programs for cancer patients living in rural, remote and smaller communities.

In addition, in collaboration with the **Canadian Cancer Society**, cancer patients will receive unprecedented support for travel for cancer treatment and diagnosis including free airline, accommodation, ground transportation and meals supports. Both Hope Air and the Canadian Cancer Society will be working closely together to maximize awareness and impact of these programs.

RESTORING HEALTH IN BRITISH COLUMBIA

Hope Air's programs in the province of British Columbia are supported by a diverse and committed group of partners and donors working to ensure equitable access to health care for all.

These partners include the Provincial Health Services Authority, Vancouver International Airport, Pacific Coastal Airlines, Harbour Air, Odlum Brown, Columbia Basin Trust, Prince George Community Foundation and Haida Gwaii Community Foundation, together with volunteer pilots and private donors. Facilitated through our collaboration with the BC Rural Health Network, we've also reached deeper into rural and under-served communities such as Fort Nelson and Cranbrook to better understand and address the unique challenges of these communities.



The Honourable Adrian Dix, Minister of Health & Mark Rubinstein, Chief Hope Officer

MLA Jennifer Rice, Parliamentary Secretary for Rural Health, Dr. Sandra Krueckl, EVP Canadian Cancer Society, Hon. Adrian Dix/Minister of Health, Floyd Hill/Pilot, Steve Drinkwater/Pilot, Mark Rubinstein



Lutrecia, a Hope Air patient travelling from Prince George to Vancouver for cancer treatment is one of the 1,437 patients we supported in 2023.

[Read her story on the next page.](#)



LUTRECIA

From Prince George, BC to Vancouver

Lutrecia finds a way to get treatment against all odds with Hope Air

Lutrecia's world came crashing down after her biopsy results confirmed that she had cancer. At 77, she was diagnosed with Lichen Sclerosus, which is a condition that usually affects elderly women.

Her doctor advised her to go to Vancouver for surgery and treatment for her condition, but this happened in the middle of the COVID-19 pandemic, meaning it would be challenging to go anywhere. It was even more complicated for Lutrecia because COVID-19 was risky to be exposed to, being elderly. Lutrecia felt like she hit a dead end and did not know what to do. “I didn’t know how I was going to get to Vancouver. Where am I going to stay? I was just frantic, and it didn’t seem like anybody had any answers for me. It’s a 9-hour drive to Vancouver and my husband has had eye surgeries so that would have been awkward”, says Lutrecia.

“I think it’s important that people know that there is help out there when they’re in crisis.”

The whole situation was nerve-wracking for Lutrecia and her husband. They were also financially strained, which made it even harder for them to plan a trip to Vancouver for treatment. “20 years ago, we would have been able to absorb that cost. But now, my husband’s also in his 70s so you know when you get older finances are tough. There would have been no way for me to drive or take the bus with my condition and we would have had to weigh it against paying for an air ticket versus paying to stay longer in Vancouver”, says Lutrecia.

For Lutrecia and her husband, dealing with all of this at once was like being dropped in the middle of the ocean with nowhere to swim. But with a stroke of luck, Lutrecia was introduced to Hope Air by a social worker who assisted her in getting in touch with Hope Air and making travel

arrangements. Lutrecia and her husband traveled from Prince George, BC to Vancouver together for her treatment.

After a successful round of treatments, Lutrecia is making good progress with her treatment and is in the process of recovering. She still has to go to the clinic for regular check-ups to ensure that her cancer doesn’t relapse.

Hope Air’s mission is to help people like Lutrecia make travel arrangements so that they can focus on their treatment and get on the path to recovery. This is only made possible with the support of our donors. “I’m doing fine now, and I think it’s important that people know that there is help out there when they’re in crisis. It’s very important that people are aware of Hope Air.”





DRAMATIC IMPACT IN NEWFOUNDLAND & LABRADOR

In 2023, Hope Air provided over 1500 travel arrangements for patients in Newfoundland and Labrador.

Like many Canadians living in urban centres, Hope Air's co-founders Joan Rogers and Jinnie Bradshaw were unaware of the challenges faced by those who must travel for medical care. While volunteering at a Toronto cancer centre, Joan learned about patients enduring a 30-hour bus ride from St. John's to Toronto then having to take the long journey home post treatment. This propelled them into founding Hope Air in 1986. Since that day the province has been an important part of the Hope Air story. The need to support residents of the province was clear then, and with a record breaking number of travel arrangements provided in 2023, it has never been greater.

The unique geography of Newfoundland and Labrador creates significant travel costs for patients travelling long distance to reach medical care including travel both within and outside of the province.

DRAMATIC IMPACT IN NEWFOUNDLAND & LABRADOR

Hope Air programs in the province are generously supported through the Government of Newfoundland and Labrador, the International Grenfell Association, Cal Legrow Foundation, Emera and countless individual contributors.

The impact of Hope Air in the province has been driven through the efforts of remarkable volunteers including Jim Burton, of St. John's Newfoundland. Jim founded the annual Ham, Eggs and Hope fundraising event, raising \$200,000 over the past 8 years.



Jim Burton, Order of Newfoundland and Labrador



The Honourable Dr. Andrew Furey,
Premier of Newfoundland and Labrador

Logan and Jayden, brothers, have been travelling with Hope Air since 2012, from St. John's, Newfoundland and Labrador to Toronto to treat an extremely rare immune system disorder.

Read their story on the next page.



LOGAN & JAYDEN

From Prince George, BC to Vancouver

Then and now: catching up with long-time flyers Logan & Jayden

Six years ago, Hope Air shared Logan and Jayden's journey with the community. We are excited to have reconnected with their mother, Cindy, to find out how they are doing 10 years into their journey with Hope Air!



In 2012, brothers Logan and Jayden began their journey flying with Hope Air for an extremely rare immune system disorder.

Logan and Jayden, and parents Cindy and Corey, have been travelling from St. John's to SickKids Hospital in Toronto for specialized visits for Severe Combined Immune Deficiency (or SCID).

When Logan was just over a year old, he started getting sick often and was repeatedly admitted to the hospital in his hometown of St. John's. After several tests and travel to Toronto, the family received Logan's SCID diagnosis, which led to a 16-month stay.

Logan was placed in isolation to keep him away from the germs that could make him ill and doctors decided that a bone marrow transplant would be the best course of treatment to allow Logan to live life as a normal kid.

As a preventative measure, the rest of the family was tested and it was found that Jayden, Logan's older brother, also had SCID but never showed symptoms.

Jayden and dad, Corey, moved to Toronto to be with Logan and Cindy while they waited for a bone marrow donor match. Because Logan had to be kept in his isolated room, Jayden

couldn't play with his brother for months, and could only wave to him through the hospital windows.

Five months later, Logan received a bone marrow transplant in August 2012. He was discharged from the hospital a month later with a catch, the family of four would have to travel to Toronto for frequent follow up. The family had flown to Toronto on their own previously, but the prospect of flying the whole family back and forth so frequently was intimidating.

Cindy and Corey had been off work to care for their sons, meaning there was no room in the budget to have the family make regular trips to Logan and Jayden's appointments. "It was impossible—there was no way we could commit to that schedule", says Cindy.

Then, they found Hope Air and began travelling through free flights in 2012, providing major relief ensuring that the family could stay at home in Newfoundland, together. "We would have had to move to Toronto and without support from our friends and family," says Cindy, "it really helped our mental health and well-being to have our support system close at home [in St. John's]."

“It really helped our mental health and well-being to have our support system close to home.”

Three years ago, in 2019, Jayden had to have his bone marrow transplant, but with flights from Hope Air, the journey was less daunting.

Both boys are in junior high school and enjoy playing baseball in the summer months. Despite some complications, they are doing well. Logan, now 11, is all about hockey and the Montreal Canadiens while Jayden, now 13, is into gaming and exploring digital drawing on his tablet.

While their travel to and from Toronto has been paused due to the pandemic, the family will require more visits to SickKids hospital in the future and are grateful Hope Air will be a part of their journey.





BRIDGING THE GAP FOR PRINCE EDWARD ISLAND

The unique geography of this beautiful country with mountains, oceans and rough terrain are all symbols of the barriers faced by Hope Air patients travelling for care. In Prince Edward Island, the gap is best symbolized by a 13 km bridge connecting the province to the continent.

Hope Air helps residents overcome this barrier through free bridge and ferry passes. In partnership with Health PEI, a gas card program was launched in 2023 for those traveling by car to reach treatment far from home.

Hope Air provided 3,820 travel arrangements for patients in Prince Edward Island last year.

Our community of supporters and stakeholders continued to step up to support Islanders, including 13-year-old Owen, whose enthusiasm for aviation led to him raising \$1,387 to support Give Hope Wings.

When baby Scarlett was born, she was diagnosed with Retinopathy of Prematurity and began travelling with Hope Air immediately from Charlottetown, PEI to Halifax, NS.

Read her story on the next page.



SCARLETT

From Charlottetown, PEI to Halifax

Bringing care home: Scarlett's journey to healing close to family and support

Scarlett was born premature at twenty-five weeks and one day gestation, weighing just 1.09 lbs. Her fragile birth would mark the beginning of an intense healthcare journey for Scarlett and her family.

Scarlett spent 53 days in the neonatal ICU at the NWK Health Centre in Halifax, an additional 54 days at the Queen Elizabeth Hospital in PEI, before being transferred back to Halifax where she was diagnosed with Retinopathy of Prematurity, a rare condition that causes poor retinal development, which could lead to serious lifelong vision loss including blindness.

“It was a huge relief for us to have received support and I think it’s great that it exists out there for families because it’s hard always financing your own travels.”

Scarlett’s mother, Mackenzie, travelled with Scarlett from Charlottetown, PEI to Halifax, NS for specialized care. Her health had improved enough to be discharged, but Mackenzie was told they would have to return to Halifax once a week for follow-up appointments. “At that point, I mean, I was disappointed. I just wanted to be home, and I was done with traveling. We were just longing to be back home again”.

Mackenzie weighed the option of remaining in Halifax, away from her family and support system, or to return home and endure the 12 hour round trip drive each week with frequent stops to care for Scarlett, and the additional financial implications of frequent medical travel. She had ultimately decided to return home with Scarlett.

On her first trip back to Halifax, she was speaking to their social worker about how expensive it was to travel weekly for Scarlett’s care, and that is when they suggested Hope Air’s programs. “I just submitted an application and moments later I got a confirmation that we were approved. A few days later we received everything we needed to travel.”

Hope Air provided Mackenzie with ferry passes and a gas card. “Our experience with Hope Air was wonderful. It was a huge relief for us to have received support and I think it’s great that it exists out there for families because it’s hard always financing your own travels.” When asked what she would do if she hadn’t heard about Hope Air, Mackenzie said, “I would probably have stayed away from home, at the hospital in Halifax to try and save some money. This would have made me feel very isolated but at that point of time I don’t think I would have had a choice.”

Scarlett is doing much better now and is making progress with her condition. Scarlett and Mackenzie no longer have to travel to Halifax for treatment.



MESSAGE FROM THE CHAIR



AURIOL MARASCO
Chair
Toronto, Ontario

With the impact of COVID-19 still working its way through the fabric of this country, 2023 commenced with uncertainty and trepidation. It also began with the same Hope that has existed for over 35 years: Hope that all patients would have equitable access to health care and Hope that stakeholders and supporters would continue to rise to the challenges created by scarce resources. Now, with the benefit of hindsight, it is clear that Hope flourished in 2023.

This past year saw a reconnection with longtime supporters, but as detailed in this Impact Report, it also saw the creation of meaningful new relationships. Recognizing the critical service that Hope Air provides, the government of British Columbia selected Hope Air, alongside the Canadian Cancer Society, to develop and administer an unprecedented program of healthcare access for patients travelling long distances for cancer diagnosis and treatment. It was an affirmation that Hope Air efficiently and effectively connects patients to their healthcare, reducing barriers of distance and cost.

While it was a year of many new beginnings, I would be remiss if I did not acknowledge the departure of two of our longstanding board members: Alec Zimmerman and Sam Barone. Together, they have given many years of continued and valued support and guidance to the Board. I wish to extend my gratitude to them and to the other Board Members who have generously given of their talents and abilities to help Hope Air reach its potential. I would like to take this opportunity to thank our staff, stakeholders, supporters and volunteers for cultivating an environment in which the mission of Hope Air could thrive in 2023. It is because of all of you that I look towards the future with renewed Hope!

Auriol Marasco, Chair

A handwritten signature in blue ink, appearing to read 'Auriol Marasco'.



TAHIR AYUB
Vice Chair
Vancouver, British Columbia



ALEC ZIMMERMAN
Secretary
Oakville, Ontario



VANESSA THOMAS
Treasurer
Ottawa, Ontario



DAVID GARNER
Director
Collingwood, Ontario



ROHIT JOSHI
Director
Calgary, Alberta



JAMES ELIAN
Director
Calgary, Alberta



JODY PECK
Director
Edmonton, Alberta



JOHN MULLALLY
Director
Vancouver, British Columbia



SAM BARONE
Director
Vancouver, British Columbia



HEATHER TOBIN
Director
Toronto, Ontario



GERD WENGLER
Director
Toronto, Ontario



GWYNETH PRYSE-PHILLIPS
Director
Toronto, Ontario

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OMAR KHATTAB
Development And Systems
Coordinator



CALI ODORIZZI
Director Of Events



TANYA HUNTER
Coordinator



KRISTINA DE MARZIO
Manager, Community
Engagement

TEAM MEMBERS

Hope Air is led by a dedicated and diverse staff, committed to the mission of our charity. We strive to deliver our programs and services with compassion, empathy and care.

COMMUNITY

Together we created extraordinary impact for patients in need, working to ensure Better Health, Reduced Poverty and Stronger Communities.

When faced with a life changing diagnosis, the barriers of distance and cost can feel insurmountable. It takes all members of the Hope Air community coming together to show them they are not alone, and to provide hope at a challenging time.



VOLUNTEER PILOTS

Our network of volunteer pilots are the face of compassion and humanity, during a patient's healthcare journey. These pilots also work as event hosts and participants who rally together with our community of supporters including donors, foundations, government and other funders.

Hope Air's volunteer pilots serve as a vital link between home and hospital, creating a profound connection with patients.

Venturing into underserved communities, they eliminate the need for arduous drives to larger airports, landing in places many Canadians may never see.

In 2023, 28 dedicated pilots undertook missions, offering patients a once in a lifetime flight experience and a cherished distraction for those navigating healthcare challenges.

"Picked up in a private plane by Hope Air, I felt on top of the world. It's not just a flight; these people are part of my medical team, offering support, help and hope. It's phenomenal." Travelling from Sudbury to Hamilton for interstitial cystitis, Sabrina's story echoes the profound connection and transformative experiences forged by our volunteer pilots.





HAUL FOR HOPE

2023 marked the inaugural year for Hope Air's Haul for Hope fundraising events in Toronto and Vancouver. Twenty teams (12 in Toronto and 8 in Vancouver) raised \$100,000 for patients in need.

Haul for Hope is a test of teamwork, determination and fundraising. The teams involved proved this in every step of the 100 meter pull of a 60,000 lb Dash-8 Porter aircraft at YTZ in Toronto and 50,000 lb Red 9 fire truck at YVR in Vancouver.

GIVE HOPE WINGS

Give Hope Wings launched for the sixth time, engaging 31 pilots in one of Canada's most unique fundraising events **raising \$501,565 while touching down in 39 communities across Western Canada, Eastern Canada and the Prairies.**

Pilots and patients came together to celebrate the work of this incredible group and acknowledge the effort put into providing over 24,988 travel arrangements for patients in need.

Special thanks to our Give Hope Wings organizing committee (Rupert Robin, Steve Drinkwater, Ed Johnston, John Thompson and Doug McNair), our Haul for Hope Hosts at Vancouver International Airport and Billy Bishop Toronto City Airport, CAA Club Group, NAV Canada (Gander FIR), CBAA and all of our event hosts.



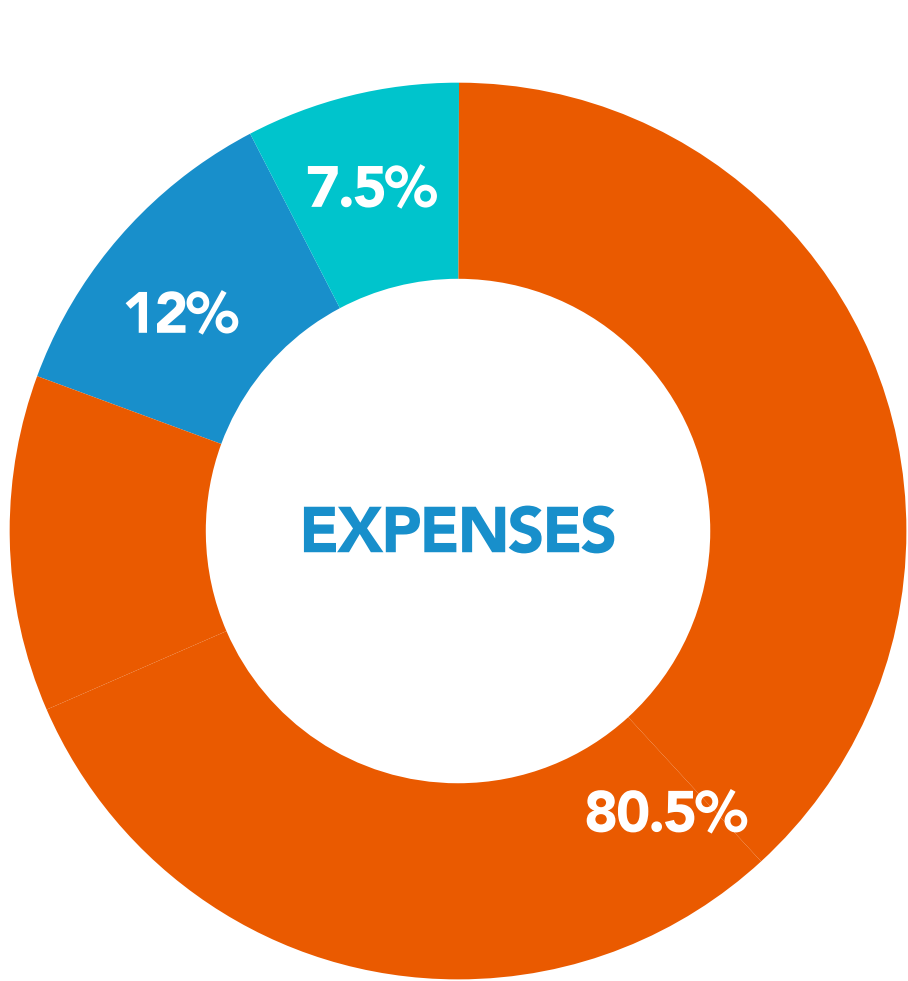
FUNDING IMPACT

Your support in 2023 made a profound difference to Hope Air patients reaching their critical destination.

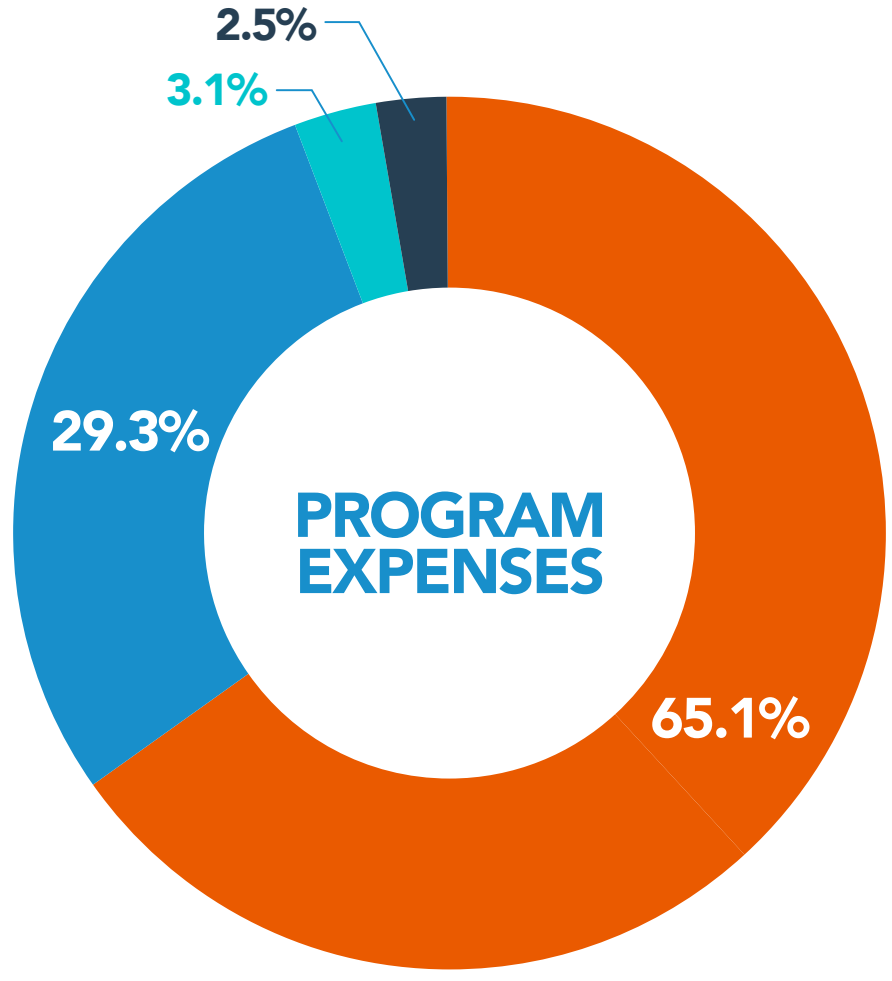
Hope Air programs are designed to maximize impact and efficiency. Through partnerships with airline, airport, hotels and other providers we make sure that each dollar we receive goes as far as it can. **In 2023, 80 cents of every dollar spent by the charity was directed to supporting patient travel.**

We believe in accountability. In 2023, Hope Air proudly achieved accreditation from Imagine Canada representing the highest level of governance and financial transparency in the charitable sector.

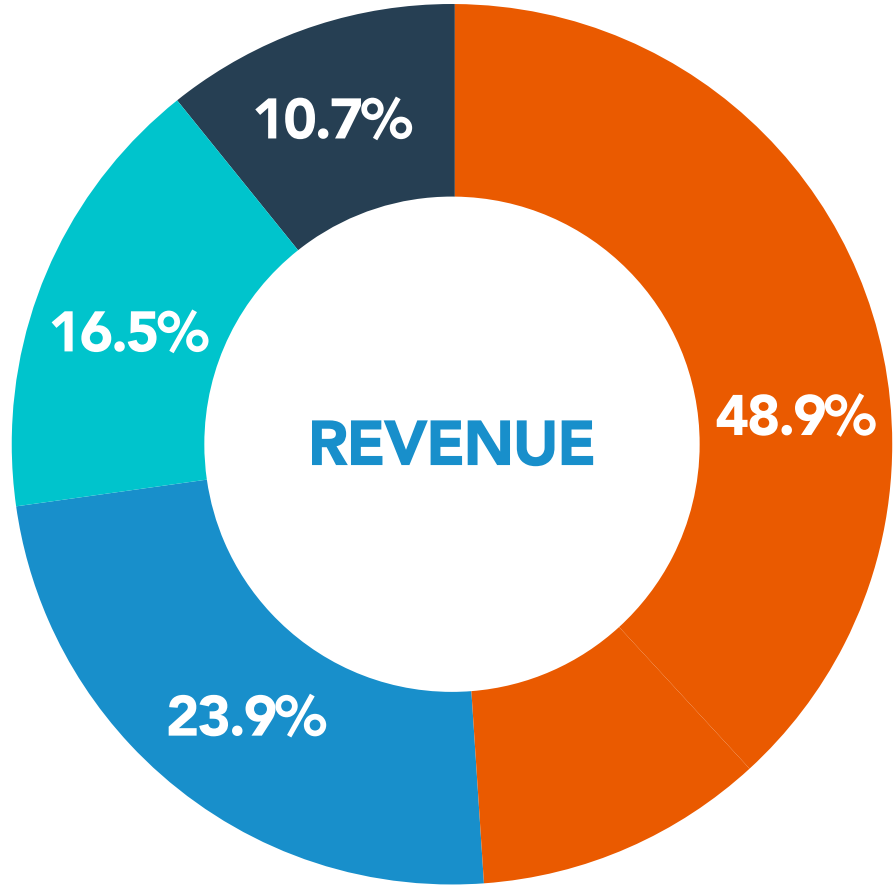
80¢



- Programs
- Fundraising
- Administration



- Flights (including VPP)
- Accommodations
- PEI Bridge, Ferry, and Gas Program
- Ground Transportation and Meals



- Government
- Corporation
- Foundation
- Individual



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We acknowledge that we live and work on the unceded, traditional territories of many Indigenous peoples. We are grateful for the privilege of being on lands that these peoples have nurtured since time immemorial.

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Accredited
IMAGINE CANADA

Hope Air is accredited by Imagine Canada's Standards. This accreditation validates our commitment to good governance and transparency.