



Hope Air patients wait with their mother for their flight across the country, so all three can attend medical appointments.

2017 ANNUAL REPORT

Better access. Better health.

TABLE OF CONTENTS

Message from the CEO	1
Our Accomplishments in 2017	1
Our Impact in 2017	2
Our Patients	4
Our Volunteers	5
The Spirit of Hope Awards	7
The Chair's Award of Excellence	7
Give Hope Wings	8
Our Airline Partners	10
Financial Summary	11
Our Supporters	12
Governance	14
A Final Word from a Patient	15

OUR MISSION

To provide Canadians in financial need with free travel
to medical care far from home.

OUR VISION

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



MESSAGE FROM THE CEO

As Canadians, we enjoy an excellent healthcare system. Many of us take the physical aspect of access to healthcare—the getting to the doctor's office—as a straightforward matter. For a large number of families across Canada, however, getting to the vital healthcare they need is difficult, time-consuming, and costly.

We are a country with vast geographic regions, where specialized healthcare is concentrated in the large urban centres. When you have a low income and are already struggling to make ends meet, the unexpected need to travel far from home for medical care can be the final straw for your family's budget.

At Hope Air, we believe that healthcare is a right. We fight to ensure every Canadian has access to the medical care they deserve. As the only national charity in Canada with the alleviation of this inequity as its core mission, the task is large. 2017 was another record-breaking year for our important charity. We provided more travel to medical care for fellow Canadians than any other year in Hope Air's 32-year history — an amazing 12,684 travel arrangements. In this annual report, you will see the impact on the people we have helped. So many stakeholders have given back in 2017 by volunteering their time and donating money to help Hope Air achieve our charity goals. We are very grateful for all of the support received.



We are proud of everything Hope Air accomplishes for families across Canada, and the key role we play in the Canadian healthcare system. We'll continue to build on the progress made this year to ensure future help for so many in need.

A handwritten signature in blue ink that reads "Doug Keller-Hobson".

Doug Keller-Hobson
Chief Executive Officer

OUR KEY ACCOMPLISHMENTS IN 2017

RECORD NUMBER OF TRAVEL ARRANGEMENTS

A record-breaking 12,684 travel arrangements were fulfilled in 2017. We provided 11,640 flights to patients across Canada, as well as 981 Confederation Bridge toll passes and 63 ferry passes to low-income Prince Edward Island families travelling to out-of-province medical appointments.

BRAND REVITALIZATION AND DIGITAL TRANSFORMATION

We revitalized the Hope Air brand and implemented a forward-thinking digital communications strategy. We debuted our new website, which is now a user-intuitive resource that is responsive to the needs of our visitors. Our social media has seen an incredible 48% growth in followers across platforms as well as meaningful engagement from patients and supporters.

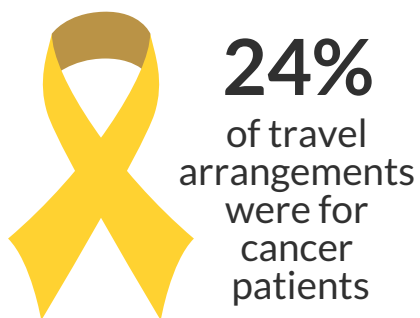
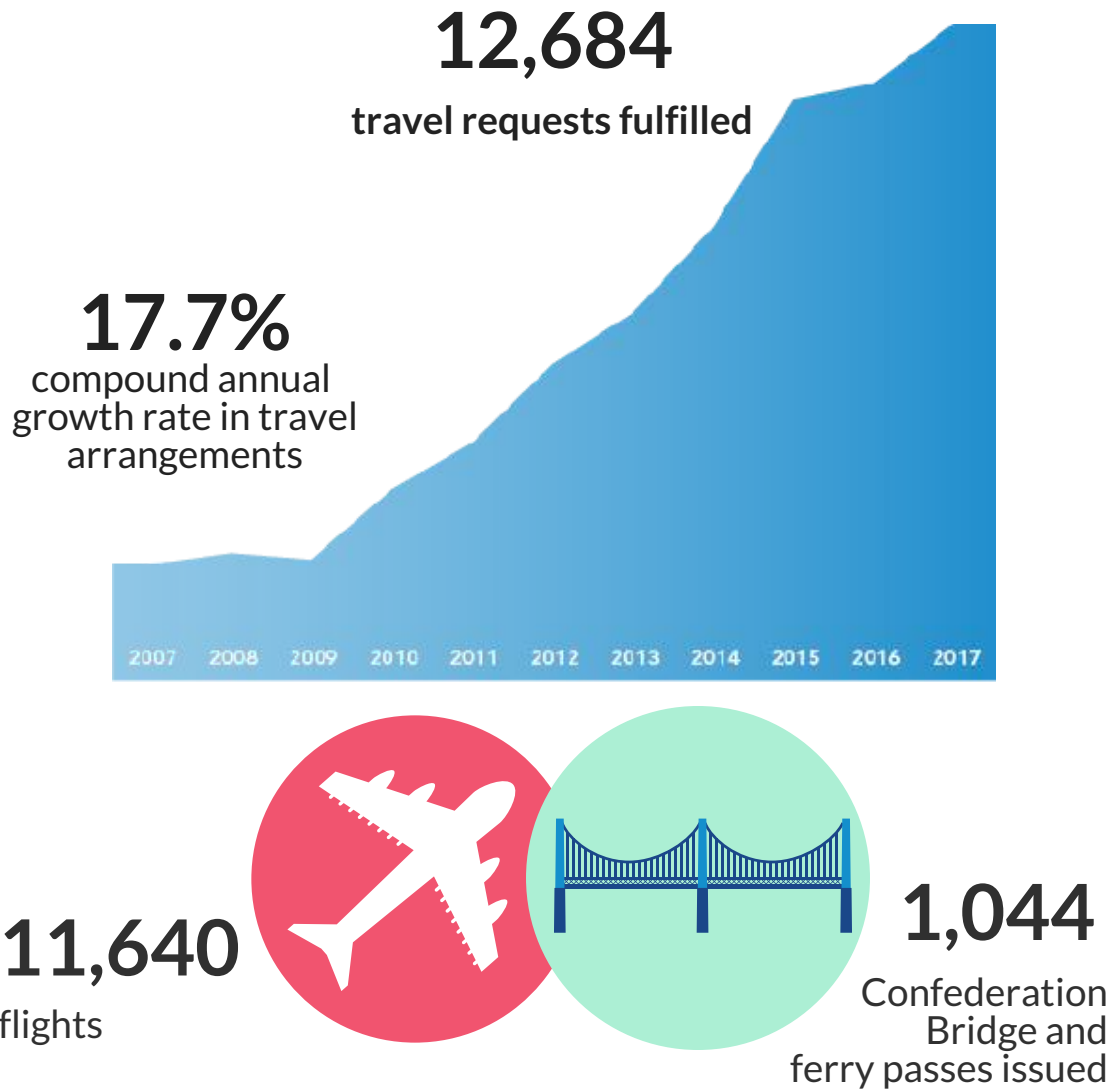
OPERATIONAL EFFICIENCY

Hope Air has continued to maintain the security of our data, as well as the operational efficiency of Hope Air's client and stakeholder operating systems to keep overhead costs down and ensure growth is encouraged and manageable.

EXCELLENT FINANCIAL HEALTH

Hope Air has experienced a steady growth in revenue year after year, allowing us to fund more travel arrangements for Canadians in need.

OUR IMPACT IN 2017



Patients often travel for

9% Musculoskeletal disorders

8% Cardiovascular disorders

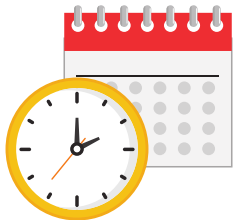
8% Nervous System disorders

5% Gastrointestinal disorders

OUR IMPACT IN 2017

29%

of patients would cancel or postpone their medical appointment



20%

of patients would travel by bus or car
8 - 12+ hours each way
to reach their medical appointment



8,273

hours of time were donated by our volunteers



Top routes by province and alternative driving duration



Prince George ↔ Vancouver = 9 hours
Grande Prairie ↔ Edmonton = 5 hours
Regina ↔ Montreal = 31 hours
Winnipeg ↔ Montreal = 25 hours
Sault Ste. Marie ↔ Toronto = 8 hours
Sept-Îles ↔ Quebec City = 8 hours
Moncton ↔ Toronto = 15 hours
Charlottetown ↔ Toronto = 17 hours
Halifax ↔ Toronto = 18 hours
St. John's ↔ Montreal = 33 hours



Without Hope Air's free flight, the cost of the average roundtrip flight would be

\$625*

*Latest average domestic economy flight cost published by Statistics Canada.

OUR PATIENTS

Hope Air co-founders Jinnie Bradshaw and Joan Rogers brought to life a concept that provided the opportunity for patients to access healthcare that was simply unavailable in their hometowns. The first flight, on November 8th, 1986, helped a young girl from New Brunswick reach her cancer treatment in Toronto. Since that day, Hope Air has fulfilled over 125,000 travel requests from people from across Canada, of every age, with any illness.

The following testimonials are from patients whose lives have been dramatically impacted by Hope Air.

"When you have a life-threatening disease like this, you can't foresee the future, what you're going to have for income, nothing like that. So it was very nice that Hope Air was able to help me out, because there's no way I could afford to go any other way."

- Chris | melanoma | Kamloops, BC



"Instead of these trips being an ordeal, we can provide a much more positive experience for our children. It's allowed our children to get the care they needed."

- Amber, mother of Hunter and Lilley | heart and brain surgery, and esophageal surgery | Prince George, BC

"[My parents] worried about my well-being before [the diagnosis], 'cause that's what parents do. So they're very thankful to Hope Air for arranging my flights."

- Jacob | Marfan syndrome | Anglemont, BC



OUR PATIENTS



"They didn't treat me like I was sick, like I was used to people doing. It was refreshing and probably the best part about Hope Air."

- Kathleen | eating disorder | Fredericton, NB

"Unfortunately this is a very threatening disease, but the results are very positive. The kids are at least not getting weaker. They cannot walk, but at least they can smile, they can eat food, they can see the world. Whenever we request, Hope Air provides transportation. I am very grateful for the support that is extended to us."

- Muhammad, father of Khadija, Sara, and Muhammad Abdullah | Morquio syndrome | Saskatoon, SK



"It's a six-hour drive, but it's only an hour on the plane... I seriously don't know how she would have gotten back home without Hope Air."

- Julie, mother of Daphnee | scoliosis | Northern Ontario

"In Montreal, we must stay in a hotel, sometimes for two nights. We have to take taxis back and forth to the hospital. It all costs so much. Because of Hope Air, the flight is covered, so we can manage."

- Lorraine | Crohn's disease | Rouyn-Noranda, QC



OUR VOLUNTEERS

Hope Air is fueled by the dedication of our volunteers. These devoted individuals participate in a variety of areas: they help to fulfill travel requests, fly their private planes to take patients to their medical appointments, assist with special events and fundraising, and contribute their expertise as board members.

The level of commitment displayed by our volunteers is inspiring. Day in and day out, they work diligently to help the organization accomplish strategic goals to help ensure every Canadian has access to the healthcare they need.

Over 130 volunteers contributed 8,273 hours of their precious time to Hope Air in 2017. We are so very thankful to our volunteers for their outstanding work!

Here's how one volunteer describes her experience at Hope Air:

"I have learned a lot about the resilience of people. Most people we help here are very sick, and yet they remain optimistic. It's also heartwarming that we have so many volunteer pilots and I'm glad we have phone lines, because some people in remote communities don't have access to the internet."
- Menghan, client care volunteer



THE SPIRIT OF HOPE AWARDS

The Spirit of Hope Awards for a Distinguished Volunteer and a Distinguished Volunteer Pilot were created in 2008 to celebrate Hope Air volunteers who demonstrate remarkable dedication to our cause, and who embody the spirit of volunteerism upon which Hope Air was founded.

Sara Briginshaw received the Spirit of Hope Award for a Distinguished Volunteer.

As a former cabin crew member with WestJet, Sara is a multi-talented team player, a trait which led her to accomplish great work with Hope Air. Sara began in 2017 as a client care volunteer, managing the phone lines, confirming medical appointments and flight details. She has since migrated to a more behind-the-scenes role within the development and volunteer programs.



Allan Anderson received the Spirit of Hope Award for a Distinguished Volunteer Pilot.

After a rewarding 34-year career in aircraft engineering, Allan retired in 2003. Since 2015, Allan has been volunteering as a pilot and has flown 25 missions to help Canadians in southern BC get to specialized medical treatment that doesn't exist in their home communities. A flight with Allan is one-of-a kind and memorable for both pilot and patient.

Hope Air extends our thanks to Sara and Allan for their contributions.



THE CHAIR'S AWARD OF EXCELLENCE

The Chair's Award of Excellence was created in 2017 to provide special acknowledgment for individuals or organizations who have made an outstanding contribution to Hope Air. It is the highest level of award granted by Hope Air, and is Hope Air's way of recognizing those who have made important and significant contributions to Hope Air's charitable mission.

For their commitment to the spirit of volunteerism, Dave McElroy, Russ Airey, and Harold Fast are the recipients of the inaugural Chair's Award of Excellence for their extraordinary work to inspire the Give Hope Wings mission, the epic journey to raise funds and awareness for Hope Air.



GIVE HOPE WINGS

Two months, two aircraft, 20 countries, and 20,000 miles: one epic journey to power thousands more. The Give Hope Wings crew successfully completed their ambitious expedition: they circumnavigated Central and South America and triumphantly surpassed their goal of raising \$500,000 for Hope Air!

Give Hope Wings is a perfect example of the passionate volunteerism that is the lifeblood of Hope Air. Over the course of more than a year, the crew tirelessly contributed their time, effort, funds, and voices to build awareness for our cause.

As a result of their tremendous commitment to the Hope Air mission, we will be able to provide 2,000 flights to families in need—creating a ripple effect that directly impacts not only individual lives, but whole families and communities across the country.



Dave McElroy
Kelowna, BC

Dave is no stranger to epic air expeditions. In 2014, Dave flew a Piper Comanche around the world, a singular achievement that raised more than \$150,000 for charitable causes. In 2015, he was awarded the Norton Griffiths Challenge Trophy by the Royal Aero Club in London for this once-in-a-lifetime expedition.



Russ Airey
Windsor, ON

Russ has logged over 800 flying hours in his homebuilt aircraft, and has flown to every corner of North America. Russ values “paying it forward” and donates his time to kids who are disadvantaged or would not otherwise have the opportunity to experience the wonder of flight in a small aircraft.



Harold Fast
Spiritwood, SK

Harold has been flying for over 20 years with more than 3,200 hours logged on his aircraft. His international excursions have included Alaska, Mexico, Chile and Australia. Like many pilots, Harold regularly uses his aircraft to generate funds for good causes, especially MS, cancer research, and now for Hope Air.

GIVE HOPE WINGS



Photo by Ian Porter



Location: The Caribbean Sea

The crew flew through winter weather in North America and moved into summer as they proceeded into South America. They traversed the ITCZ (Intertropical Convergence Zone) twice as they crossed the equator southbound and northbound. The route spanned 105 degrees of latitude, from 50 degrees north to 55 degrees south. The two aircraft circumnavigated Latin America and the Caribbean Sea together, made North American landfall in Florida, and then split paths back to their originating airports.

With the support of their official Patron, Dr. Roberta Bondar, OC O.Ont MD PhD FRCP FRSC, and the immense generosity of individuals, groups and their title sponsor, First Choice Haircutters, the crew surpassed their fundraising goal.

We congratulate the crew on this incredible accomplishment and thank them for taking on this unbelievable endeavour.

To find out more about this exciting project, please visit givehopewings.ca.

OUR AIRLINE PARTNERS

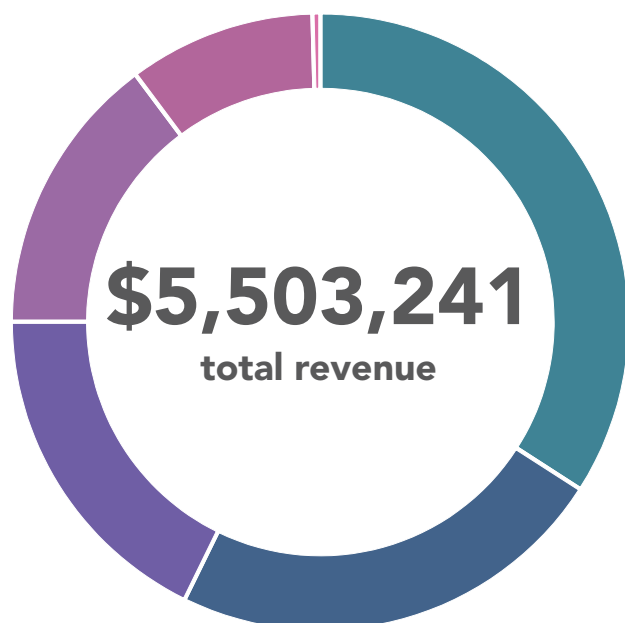
Hope Air aims to ensure that patients feel safe, supported, and respected as they travel. Our trusted airline partners share this goal. Each day, Canadians must fly across their home provinces, or even coast to coast, to access the healthcare they need. A free flight can uplift in a time of need, and our airline partners agree: a flight can change a life.

Hope Air is grateful for the many national and regional airlines who demonstrate their commitment to our cause through their generous donations and compassion shown to the patients we assist.

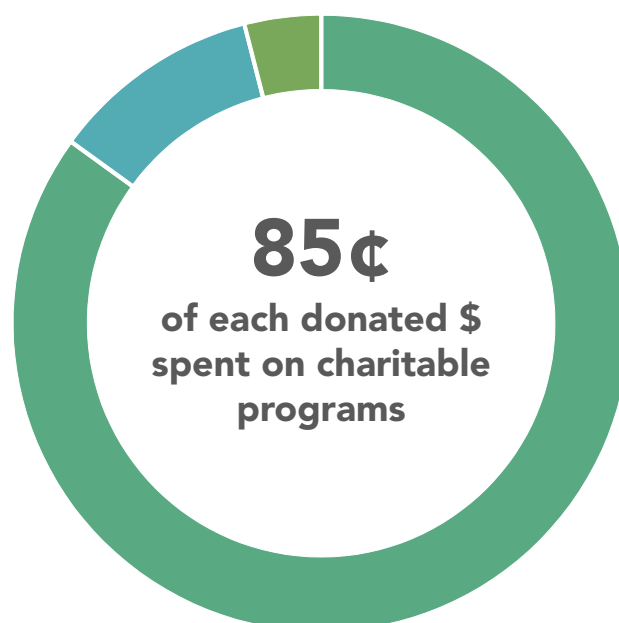


FINANCIAL SUMMARY

Hope Air is committed to accuracy and transparency in reporting our financial information. Donations received by Hope Air are used to fund our flight programs, fundraising, and administration. Hope Air takes care to devote its funds to programming for the direct benefit of our clients. Hope Air's audited financial statements and previous annual reports are available on our website.



● Prov. Gov'ts ● Corporations ● Individuals
● Foundations ● Special Events ● Other



● Charitable Programs ● Fundraising ● Admin & Overhead

2017 SUMMARY STATEMENT OF INCOME & EXPENDITURES

REVENUES

	Total	% of Total	Cash	In-Kind
Provincial Governments	\$ 1,892,158	34.4%	\$ 1,892,158	\$ -
Corporations	1,238,219	22.5%	409,118	829,101
Individuals	986,895	17.9%	359,533	627,362
Special Events	819,320	14.9%	766,913	52,407
Foundations	544,081	9.9%	544,081	-
Other	22,568	0.4%	21,568	1,000
TOTAL REVENUES	\$ 5,503,241	100%	\$ 3,993,371	\$ 1,509,870

EXPENDITURES

	Total	% of Total
Charitable Programs	\$ 4,342,136	85.0%
Fundraising	545,417	10.7%
Administration & Overhead	220,539	4.3%
TOTAL EXPENDITURES	\$ 5,108,092	100%

NET SURPLUS

\$ 395,149

OUR SUPPORTERS

In 2017, individuals and organizations came together to support Hope Air's mission. We are so very grateful to each and every donor for promoting equal access to healthcare for thousands of Canadians in need. Thank you!

CAPTAIN'S CIRCLE

CAA South Central Ontario
NAV CANADA
Provincial Health Services
Authority (British Columbia)
Sun Life Financial

FIRST OFFICER'S CIRCLE

BMO Financial Group
First Choice Haircutters
Province of Prince Edward
Island
RBC Rewards®

FLIGHT CREW

Canadian Business Aviation
Association (CBAA) Golf
Tournament and Convention
Columbia Basin Trust
ECN Capital Corp.
Gander FIR Charity Golf
Tournament
Mackenzie Investments
Charitable Foundation
Pfizer Canada Inc.
Richard O'Brian Blackall
Rosengren Farms Inc.
Rotary Club of St. John's
Northwest
Smith Fuqua Foundation
The Bedolfe Foundation
The Catherine and Maxwell
Meighen Foundation
The McCain Foundation
The Prince George Airport
Authority's 15th Annual
Charity Golf Tournament
Toronto Air Traffic Control
(ATC) Charity Golf
Tournament
Vancouver FIR Charity Golf
Tournament
Woodrow Stewart

CONTROL TOWER

2017 Garner Car Rally
British Columbia/Yukon
Command of The Royal
Canadian Legion Foundation
CenterLine
Dakeryn Industries Ltd.
David and Patricia Garner
Dr. Terry J. Grover Inc.
Everest Realty Advisors Ltd.
Friends of Hope Air in Quesnel
Gordon Roberts
Green Shield Canada
Ham, Eggs & Hope Breakfast
(St. John's)
Harold Fast
Igloo Lake Lodge Ltd.
International Grenfell
Association
Jim and Dera Burton
Kelowna Flying Club
LivaNova
Montreal FIR Charity Golf
Tournament
Patrick Remy
Paul Clark
Province of Alberta
Province of Nova Scotia
Province of Saskatchewan
Quesnel Open Season Pub
Night
R.J. Management Ltd.
Rexall Foundation
Robert Vance
Shell Canada Limited
The Colin & Lois Pritchard
Foundation
The CURE Foundation
The Stollery Charitable
Foundation
The Windsor Foundation
Unity For Autism
University of British Columbia
(UBC) Medical Students

Vancouver Airport Authority

TAKE OFF

A Year of Hope: New Year's
Eve Masquerade Ball (Quesnel)
Allan Anderson
Allard Foundation
Billy Bishop Toronto City
Airport
Boehringer Ingelheim
(Canada) Ltd.
Bristol-Myers Squibb Canada
BVT Associates
Calgary Airport Authority
Canadian Aviator Magazine
Canadian Owners & Pilots
Association (COPA)
Checks N Balances Business
Services Inc.
Coastal GasLink
Cushman & Wakefield ULC
Dave McElroy
Edmonton Oilers Community
Foundation
Emera Newfoundland and
Labrador
Floyd Hill
Henry Ilg
Heronbrook Foundation
Hope Air: The Gift of Flight
Concert Fundraiser
Hylcan Foundation
HyLife Ltd.
In tribute to Rob Smith
Jean Messier
Jeffrey Ketelaars
Kal Tire
Kelowna Airport
LimoLink
Marcel Martineau
MHM Publishing
NAV CANADA/Oshawa Tower
Grassroots Sustainability
Initiative

Norwex Canada
Park Property Management
Inc.
Peter Smith
Phil Policelli
PricewaterhouseCoopers
Royal Canadian Legion Branch
102
Russell Airey
Sir Joseph Flavelle Foundation
Spruce Ridge Holdings Inc.
Steele Communications
Steven Wills
Sunset Ranch Ladies Club 2
Ball Tournament (Kelowna)
SWIFT Conference
The Cadillac Fairview Corp.
Ltd.
The John Carl MacIsaac
Foundation
The John Hardie Mitchell
Family Foundation
The Whitearn Foundation
TransCanada Corporate
Community Investment
UBC Run for Rural Medicine
Victoria Bullion Exchange Ltd.
WINGS Magazine
WireE Holdings International

GROUND CREW

Air Safaris International Inc.
Air Transport Association of
Canada (ATAC)
Alec Zimmerman
Andrea Stack
Andrew Knight
Anna Pangrazzi
Anthony's Auto Sales Inc.
Apex Aircraft Sales Ltd.
Auriol Marasco
Blind Tiger Vineyards
Brad Newman-Bennett
Braden Messenger

OUR SUPPORTERS

Brian Lecompte
 Bryce McElroy
 Bulkley Valley Community Foundation
 Burlington Airpark BBQ
 Camiel Huisma
 Canaccord Genuity
 Canadian Historical Aircraft Association
 Celtic Air Services Ltd.
 Cenovus Energy Inc.
 Charlottetown Airport Authority
 Chris Chapman
 CIBC Children's Foundation
 Cognitive Symbolics Inc.
 Collombin Family Fund at the Toronto Foundation
 Connor, Clark & Lunn Foundation
 Crop Care Ltd.
 Cyril Gibb
 Damian Bassett
 Donald Gallinger
 Donna and Bruce Hill
 Doug and Kathleen Keller-Hobson
 Dr. David Lowe Medicine Professional Corporation
 Earlene Huntley
 Edmonton International Airport
 Enterprise Holdings Foundation
 Ewa Marynowski
 Fast Genetics
 Federated Co-operatives Limited
 Fortis Inc.
 Garry Appelt
 George Mohacs
 George Ritchie
 George Wilson
 Glen Dickey
 Grant Pickess
 Greater Moncton International Airport Authority Inc.
 Greenwood Tamad Inc.
 Guy Lambert
 Gwyneth Pryse-Phillips

Halifax Stanfield International Airport Authority
 Harvey's Travel Ltd.
 Heather Tobin
 Helijet
 Helping Hand Trust
 Homewood Health Inc.
 Houssian Family Foundation
 IODE Diamond Jubilee Chapter - Penticton
 James Austin
 James Erskine
 Janeen Speer
 Jason Leslie
 Jay Woo
 Jean and Jim Wilson
 Jennifer McElroy
 Joanne Hughson
 John Brown
 John Cundle
 Juan Folch
 Judith Gage
 Keith and Glenda Wellon
 Kevin Seow Khai-Ming
 Killick Capital
 Wayne Kish
 Kiwanis Club of Sardis (Chilliwack)
 Kootenay Savings Credit Union
 Leonce Arsenault
 Lions Club (Kelowna Rutland BC)
 Lohn Foundation
 Mackenzie Investments Financial Corporation
 MacMurray Foundation Inc.
 Maintenance Training Systems Inc.
 Marc Bourdon
 Margaret Arthur
 Maritime Electric
 Mark Brown
 Michael Beneteau
 Michael Dawson
 Michele Wilson
 Mike Schwar
 Monika Merz
 Montréal-Pierre Elliott Trudeau International Airport

Newfoundland & Labrador Commissionaires
 Newfoundland Power
 NL Building Construction Trades Council
 PAL Airlines
 Paul Walter
 Penney Group Inc.
 Peter Bright
 Peter Levoy
 Pierre McNeil
 Prairie Aircraft Sales Ltd.
 Promotion Nuclear Ltd.
 Province of Manitoba
 Province of Newfoundland and Labrador
 Purple Hill Air Ltd.
 Pyramid Construction
 Quesnel Lions Club
 Ray Smallwood
 Richard Bartrem
 Richard McLean
 Robert Cook
 Robert Ford
 Robert Hunter
 Robert Reid
 Robert Rosebrugh
 Robert W. Thompson Foundation
 Roger Laventure
 Ronald Picot
 Rosetown Farming Co.
 Rosewood Hotel Georgia
 Rotary Club of Grande Prairie (Swan City)
 Rotary Club of Moncton West & Riverview
 Royal Canadian Legion Ladies Auxiliary #22
 S.M. Blair Family Foundation
 Saskatoon Airport
 Sault Ste. Marie Airport Golf Tournament
 Scott Macpherson
 Shawn Talbot Photography Ltd.
 Sheila Miller
 Simon Pinsonneault
 Simon Steunenberg
 Strategic Aviation Services Ltd.

Take Flight for Hope Air: Open House and Seminar Day (Markham)
 Teck Resources Ltd.
 The BLG Foundation
 The Greater Sudbury Airport
 The Greygates Foundation
 The Henry White Kinnear Foundation
 The Illahie Foundation
 The Parish of St. Philip's (Vancouver)
 Thomas Vincent
 Tim Kenny
 Tim Sommer
 Tradewind Scientific Ltd.
 TransCanada Corporation
 UniPHARM & Medicine Centre Pharmacies Charitable Foundation
 UBC MedPlay
 Vaughn Maurice
 Victoria Airport Authority
 Vivian Barwell
 Walter Krushelniski
 Wayne J. Evelyn
 Windsor Flying Club
 Zeller Family Foundation

GOVERNANCE

BOARD OF DIRECTORS

(at Dec 31, 2017)

CHAIR

JIM BURTON

Conception Bay South, NL
President, RE/MAX Infinity
Realty Inc.

VICE CHAIR

DAVID GARNER

The Blue Mountains, ON
President and CEO,
Green Shield Canada (Retired)

VICE CHAIR

HEATHER TOBIN

Toronto, ON
Principal, Canada Pension Plan
Investment Board

TREASURER

ANDREA YANDRESKI

Toronto, ON
Senior Vice President,
McKinsey & Company

SECRETARY

AURIOL MARASCO

Toronto, ON
Partner, Blake, Cassels &
Graydon LLP

GERD WENGLER

Markham, ON
President, Park Property
Management Inc.

ALEC ZIMMERMAN

Oakville, ON
Partner, Borden Ladner
Gervais LLP (Retired)

TAHIR AYUB

Vancouver, BC
Managing Partner, Markets &
Industries, PwC Canada

ANNA PANGRAZZI

Toronto, ON
Founder and President,
Apex Aircraft Sales Ltd.

GWYNETH PRYSE-PHILLIPS

Toronto, ON
Associate Portfolio Manager &
Investment Advisor, Hayhoe
Pryse-Phillips Group

JOHN MULLALLY

Toronto, ON
Director of Government
Relations & Energy,
Goldcorp Inc.

Our board of directors is comprised of committed volunteers who ensure that the organization's operational activities are based on tactical decision-making for the maintenance and progress of Hope Air's mission. Each director is a member of at least one board committee. The board committees during 2017 were: Audit & Finance Committee (Chair – Andrea Yandreski), Governance & Nominating Committee (Chair – Auriol Marasco), and Fundraising Committee (Chair – Heather Tobin).

Advisory councils are created to enhance Hope Air fundraising and awareness efforts in their respective provinces.

BRITISH COLUMBIA ADVISORY COUNCIL

Tahir Ayub
Rob Barlow
Archie Campbell
Mark Duncan
Dave McElroy
Barb Mitchell
Rob Philipp

NEWFOUNDLAND AND LABRADOR ADVISORY COUNCIL

Jim Burton
Ches Crosbie
Bob Farrell
Heather Lannon
Rex Ledrew
Earl Ludlow
Andrea Stack

A FINAL WORD FROM A PATIENT



Shane
Toronto, ON

Behind every flight is a story of a family finding themselves in challenging circumstances, navigating illness in the face of adversity.

Here's how one patient found hope:

"When I was 21 months old, I survived a rare disease called Stevens-Johnson Syndrome," says Shane, now 16-years-old. "It is a life-threatening reaction to medication. I was burned over 90 percent inside and outside of my body. I spent nine weeks in the burn unit and two weeks in the Pediatric Intensive Care Unit."

Though Shane recovered from the illness, the surface of his eyes was irreparably damaged. "The damage is permanent and he will have to be treated for life," says Shane's mom, Beth. He has scars on his corneas, severe dry eye syndrome, photophobia, meaning that bright lights hurt his eyes, and entropion, which causes his eyelid to turn inward and his eyelashes to rub against the surface of his eyes. Shane's vision fluctuates – sometimes he can see well, and sometimes his sight is poor. Upon a recommendation by a Stevens-Johnson Syndrome survivor, Shane was transferred to the Boston Foundation for Sight.

The doctors at the Boston Foundation for Sight fitted Shane with special lenses called the Prosthetic Replacement of the Ocular Surface Ecosystem (PROSE), which cover the surface of his eyes, and are only available in Boston. Shane's special lenses make a big difference to his ability to be a normal 15-year-old. "He can go to school by himself," says Beth. "My lenses changed me from someone who constantly has been bothered by his eyes to someone who has an almost normal life," says Shane.

Each year, Shane returns to Boston to have his lenses adjusted. "As he is getting bigger, his cornea is getting bigger so his doctors need to adjust the fit," says Beth. Each time he travels to Boston he must stay for a week. The cost of travelling to Boston for the week is high, with flights, hotels, and food for Beth and Shane. Beth searched for a way to alleviate some of the costs and found Hope Air. "I was searching for charities online that could give free flights. I asked the social worker at SickKids and then found Hope Air," says Beth. "We are very grateful. If we didn't get a free flight, it would have taken a while for us to get to Boston."

Driving isn't an option for Shane. It would take 14 hours by bus and the drive would pose difficulties for Shane's care. "He can't go on a bus or a train because he has to change his lenses so he needs a bathroom or somewhere with a counter. But if he goes on a plane, it takes 45 minutes." Shane will need continuing care for the rest of his life, but his specialized lenses have made a big difference.

"I will always be grateful for this help provided to me by Hope Air, as without the treatment, who knows what my eyes would be like in the upcoming years or what they would be like at this moment. Thank you from the bottom of my heart."

Unequal access to
healthcare
is a real issue in Canada,
but an issue
not known
by most Canadians.



HOPE AIR

TORONTO OFFICE 207 - 124 MERTON ST, TORONTO ON M4S 2Z2 | 416-222-6335

VANCOUVER OFFICE 102 - 211 COLUMBIA ST, VANCOUVER BC V6A 2R5

TOLL FREE 1-877-346-HOPE (4673) | FAX 416-222-6930

EMAIL: MAIL@HOPEAIR.CA

WWW.HOPEAIR.CA

CHARITABLE B.N. 119042299RR0001

CONNECT WITH US

