



Our 2021 Impact

Reaching new heights in 2021

About Hope Air **Turning hope into reality**

For many Canadians facing serious health issues, getting the care they need isn't as easy as you'd expect. Vital medical appointments and treatments are often far from home. How do patients get there in a timely way? How do they afford the travel costs? These are things that those suffering from an illness shouldn't have to worry about when they're trying to focus on their health.

At Hope Air, we believe that all Canadians should have access to the health care they need, regardless of where they live or if they can afford to travel. Which is why we're committed to easing the stress of getting there by providing families, from coast to coast, with free flights and accommodations.



Our Vision

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



Our Mission

To provide Canadians in financial need with free travel and accommodations for medical care far from home.

Our resolve was stronger than ever

At a time when the healthcare and travel sectors faced serious challenges posed by COVID-19, our resolve was stronger than ever. Our donors' support in 2021 helped us reach new heights by demonstrating the same compassion and determination as the patients we serve.



Hope Air widened our services by going beyond flights to encompass accommodations, bridge and ferry passes, taxis and unprecedented levels of client care. Nothing stood in our way of getting Canadians equal access to life-saving health care no matter where they live or their financial situation.



The pandemic created a massive backlog in health care

The need for our assistance has never been greater. With the unwavering support of our donors, we're confident we can continue to fulfill every eligible travel request while creating new services for patients and their families. Together, we can bridge the distance between home and hospital for the growing number of Canadians in need.

Close to
40%
of Canadians
missed medical appointments or procedures

Roughly
50%
of Canadians
have had difficulty getting health care services

Almost
700k
surgeries were cancelled or delayed between March 2020 and June 2021



Letter from our Chair



David Garner

Ode to a Dream

Twelve years ago, I joined the Hope Air Board of Directors. After a 35-year career in delivering employee benefits programs, I was instantly captivated by the Hope Air mission. What better benefit is there than helping sick Canadians reach vital medical care regardless of where they live or how much money they have.

As I reflect on my time with the Board, I'm proud of the incredible growth we've seen – from adding commercial flights to our mix for the first time in 2010, to the addition of a thriving accommodations program in 2019 that only grew in 2021.

Now, 36 years after it began, Hope Air has facilitated more than 162,000 total travel arrangements. Our clients are the 3.2 million Canadians who live below the poverty line in communities far from the specialized health care found in large cities. Every day, your support allows the Hope Air team to ensure that no one is left behind when it comes to accessing the medical care they need.

Our 2021 Impact Report shares some unforgettable stories. Without Hope Air, 35% of our patients would have to travel as much as 12 hours one way, by bus or car, to reach their medical appointments. A further 27% would have postponed or even cancelled their treatments.

Despite the challenges of COVID-19, the Hope Air Board stands united with our donors, volunteers, partners, staff and leadership as we look for even better ways to deliver our crucial services. In fact, in recent years, Hope Air has expanded its services to include PEI bridge and ferry passes and free accommodation close to patient appointments. Soon, we will be incorporating transit to and from the airport and meal subsidies to further assist our patients.

Through my work on the Hope Air Board, I've been privileged to realize one of retirement's greatest benefits: the chance to give back to a worthy cause. As an organization, we've encountered many challenges over the past 12 years, but the passion and dedication of our team has conquered every one of them. In 2020, despite the pandemic challenges, there were nearly 4,000 volunteer hours donated to Hope Air and its good work! That level of commitment is astounding and commendable. It is the reason for our success.

This year's message is bittersweet for me. I have stepped down as Chair of the Hope Air Board. I'll stay on as a Director and continue to build on 12 years of wonderful memories, a long list of good friends, and a deep sense of accomplishment.

I'm proud of what this organization does for Canadians in need, each and every day. I wish the Board every success as it continues under the capable leadership of incoming Chair Auriol Marasco. To our CEO, Mark Rubinstein, and all our donors, supporters, partners, staff and volunteers—thank you for your hard work and unparalleled dedication to Hope Air. Together, you are truly a dream team.

Sincerely,

David Garner
Chair
Hope Air Board of Directors

Letter from our CEO



Mark Rubinstein

Themes for the Future

If “pivot” was the buzzword of 2020, then “change” was surely the hallmark of 2021. In this climate of uncertainty, I am very proud to report that Hope Air facilitated more than 6,700 travel arrangements in 2021, providing a key service to vulnerable Canadians who must travel to reach medical care.

Hope Air also expanded its service offerings in 2021, including growing our accommodations program that was launched in 2019. At a time when the provision of health care seems to be in a state of constant flux, Hope Air remains focused on enhancing its service offerings. Our goal is to take more worry away from sick Canadians, so they can focus on their most important priority: getting well.

Hope Air will carry three important themes from 2021 into the year ahead. Our crucial work is characterized by optimism, realism and gratitude as we move forward. We are Optimists because we successfully adapted to meet the many challenges posed by unprecedented times. There is no manual for how to continue serving our patients while safely navigating a global pandemic. Thanks to you, our donors and funders—along with our volunteers, referral partners and patient families—we’ve forged our own path forward. Even more importantly, we know we can keep doing so! We are also Realists. As we look forward to brighter days, we also recognize the delays of important treatment for cancer and other life-threatening diseases in the Canadian healthcare system. As our hospitals, medical professionals, and regulators continue managing backlogs, Hope Air remains deeply committed to its clients, now more than ever.

Lastly, we feel tremendous gratitude for our community “Team Hope Air”—all those whose involvement directly impacts our patients. From donors to volunteer pilots to corporate partners, and all the others who support our work, we thank you. I am also tremendously grateful for the ongoing support and guidance of the Hope Air Board of Directors, who continue to help our organization navigate these times.

The Hope Air 2021 Impact Report shares our collective accomplishments, stories and milestones—each one even more impressive when set against a backdrop of constant change. As we move forward into 2022, it’s important to take a moment to reflect on the positive impact we have made in the lives of so many families across our country.

It has been said that the true measure of any just society can be found in how it treats its most vulnerable members. I am truly grateful for all that we have accomplished through Hope Air to help those in their most important time of need.

Warmest regards,

Mark Rubinstein
Chief Hope Officer
Hope Air



Our Accomplishments

2021 was characterized by resilience and determination. In a year like no other, Hope Air persevered in its mission to get Canadians from home to hospital. Against a backdrop of pandemic travel restrictions and treatment backlogs, we widened our scope to assist with not only flights but accommodations and ground transportation, too. Take a look at what we accomplished thanks to your support.

6,782

Travel Arrangements

4,500

Flights

3,554

Donations

2,124

Volunteer Hours

1,688

Patients Travelled

1,637

Nights Accommodation

625

Bridge & Ferry Passes

Celebrating Our Volunteer Pilots

Volunteer pilots contributed 30,000 nautical miles to Hope Air in 2021. Without their crucial support, our mission of helping all Canadians travel from home to hospital could never be realized. By covering the communities that are not well serviced by commercial airlines, Hope Air's volunteer pilots enable more people to access critical medical appointments. For many patients, some of whom are flying in a small aircraft for the first time, these flights are unforgettable experiences. For pilots, they reap the rewards of combining their passion for aviation with a desire to help others.





Sylvio Roy - Volunteer Pilot of the Year

Over four decades as a pilot, Sylvio Roy has logged thousands of hours flying for the Royal Canadian Air Force and later for Air Canada. His bio includes a stint as a regular columnist with Canadian Aviator magazine and a part-time teaching position with the renowned aviation program at Seneca College.

But despite the impressive machinery he's commanded over the years, Sylvio most enjoys the time spent at the controls of his own aircraft, a single-engine Piper Arrow with four seats and retractable landing gear. And, even though he's flown countless passengers over the years, the New Brunswick-born pilot remembers his Hope Air flights the most.

"I remember one particular patient, a young teenager who loved airplanes and asked a lot of questions on our journey from Timmins to Toronto," recalls Sylvio, who has participated in Hope Air's Volunteer Pilot Program for 10 years.

"On the way home, they were tired after their treatment and slept for most of the flight. That gave me time to talk with their mother, who told me that in three years they'd travelled to appointments in Toronto 150 times! So, you can imagine the financial strain on a family."

Sylvio learned about Hope Air soon after it was founded in 1986 and knew it was a cause he wanted to support.

"I wanted to volunteer for Hope Air for a long, long time," he says. "I wanted to be able to give back to the community and help out."

He recalls another flight where he transported a young woman from Sault Ste. Marie to medical care in London, ON. It would have been 12 to 15 hours on the bus, but the flight time was just 2.5 hours. "She said to me, 'I don't want this flight to end.' It was very emotional."

Sylvio points out that here in Canada we have universal healthcare, but there is no universal access to that healthcare.

"Flying is a skill I have and through Hope Air, it allows me to give back to the community," he concludes. "It's very rewarding."



Give Hope Wings

In late summer 2021, volunteer pilots took to the skies to help Hope Air connect more patients with life-saving health care. The Give Hope Wings fourth annual expedition raised \$422,385 to provide 1,689 flights for patients in need and created awareness for patients who need help. The pilots landed in cities such as Nelson, Drumheller, Saskatoon, Yorkton and Churchill. Pilots volunteered their own time and had to make adjustments to the route along the way because of weather, smoke from fires and evolving local COVID-19 restrictions. As part of the journey, volunteers increased awareness about Hope Air and its mission to connect all Canadians with crucial medical care, no matter where they live or their financial circumstances. "We are incredibly grateful for the amazing dedication of the pilots and volunteers who participated in the two-week expedition. These incredible supporters volunteer their own time to help patients, and it is quite remarkable that they exceeded the fundraising goal. It will help ensure that we can continue to provide flights to patients in need," says Mark Rubinstein, CEO of Hope Air.

For the 2022 Give Hope Wings expedition, volunteer pilots embarked across Canada coast to coast with an epic, multi-aircraft series of flights consisting of two stages launched from Kelowna, BC to Toronto, ON to St Johns NL and ending at the COPA convention in Montreal at the end of June 2022.

Hope When There was No Time to Wait



"No doctor in North America had seen a case as extreme as mine. I needed to get to Toronto, to the doctors at Princess Margaret Cancer Centre. I didn't have time to wait. After several flights, all funded by Hope Air, I got the help I needed. I wouldn't be here if it wasn't for Hope Air."

In April 2015, Brian picked up the phone and when he tried to speak, nothing came out. Brian had unexpectedly lost his voice. He visited his doctor, and after several tests in Saskatoon, it was difficult to diagnose. Instead, Brian had to travel to Princess Margaret Cancer Centre in Toronto to receive a diagnosis and treatment plan. Brian had a cancerous tumour in his throat, one which is exceedingly rare and incurable. He is one of 13 known cases in the world since 1950 who have this type of cancer. Due to both the rarity and complexity of his case, Brian needed to travel out-of-province to Toronto for radiation therapy, every 6 months for checkups for the next 2 years and once a year for 3 years after that. The drive would've taken 28 hours one way, and flights were really the best way to get there. Unfortunately, Brian was out of work and could not afford the expense. Brian tried to look for resources through different organizations and was not successful in finding support for flights. He tried applying for different programs and was met with waiting periods. "I didn't have time to wait," says Brian. Finally, he decided to conduct his own research and discovered Hope Air. Brian was ecstatic. Hope Air was able to fly him to Toronto for treatment and bring him to the only place he wanted to be afterward, his home in Saskatoon. Brian was finally able to get the help he needed.

"There are options out there. Hope Air saves lives," says Brian. During Brian's diagnosis in 2015 he was given a prognosis of six months. Brian's last checkup was in March of 2020 and his doctors were amazed with his progress. Brian is now doing quite well and has been counselling people in North America who are also battling throat cancer. "I wouldn't be here if it wasn't for Hope Air," he says.

A Big Thank You to Our Partners

With significant financial contributions, free travel vouchers, waived landing fees and overall help promoting our cause – our corporate and foundation partners are critical to our success. Without them we would not be able to provide so many Canadians in financial need with free travel and accommodations for medical care far from home. With thanks to all of our supporters, we're proud to highlight the stories of two partners: Newmont Canada and Ports Toronto.



NewmontTM

Ivy gave birth to her daughter Elo at 25 weeks. She was born with many complications of prematurity that Thunder Bay Regional Hospital did not have the facilities to care for. After her birth she was airlifted to Winnipeg which started a four-month journey in the NICU. Ivy stayed with her in Winnipeg, but travel back-and-forth to their home in Thunder Bay became expensive until one of the nurses asked her if she'd heard about Hope Air. After a simple application, they began receiving free flights and accommodations. Ivy reflects, "It was a miracle to us at that time. Hope Air saved us."

Throughout the country, partners like Newmont Canada demonstrate their solidarity with families like Ivy's through corporate support. Shane Matson, Sustainability and External Relations Manager at Newmont Musselwhite knows just how important this support is. "Most of our operations in Canada are situated in remote areas of the country, where medical services aren't always available," he says. "Hope Air is really kind of a game changer, and what we want to do is support the communities where we operate, and this is one way we can do that".

Watch their full story on Hope Air's YouTube.

BILLY BISHOP

TORONTO CITY AIRPORT

Hope Air relies on airline and airport authority partners across the country as critical parts of the network that help to get people to care. Since its beginning Ports Toronto has helped Hope Air fly. As the owner and operator of Billy Bishop Toronto City Airport they play a key supporting role.

In 2021, all commercial flight activity was suspended at the airport. Likewise, Hope Air faced difficult questions about how to make sure people were able to access the medical care they needed. In staying the course, both organizations persevered and ultimately saved lives. “We dramatically saw overnight commercial services at this airport suspended. We literally went from 2.8 million passengers per year to zero almost overnight. We were left with a decision of what we were going to do for an operational standpoint. It was a very short conversation internally and we agreed we absolutely needed to keep the airport open. We’re proud of the lifeline that that created for Hope Air, where all of a sudden they [otherwise] could not move people into Toronto because commercial service wasn’t operating. When I think back to that decision in that moment, it was all about servicing the community itself,” reflects Gene Cabral, Executive Vice President Ports Toronto and Billy Bishop Toronto City Centre Airport.

Watch the full story on Hope Air’s YouTube.



2021 Financial Snapshot

In a year of challenge and adversity, Hope Air focused on fiscal responsibility to deliver the highest level of patient assistance. In 2021, we're proud to report that 74 cents from every dollar raised funded mission-related expenses. In fact, Hope Air has been recognized as one of the country's most efficient charities, once again ranking in Charity Intelligence's top-100, with low administrative costs of just 9 cents on the dollar. We maximize the value of your donations, gifts and government grants so we can help as many Canadians as possible access vital health care.



REVENUE

- 27.4% Government
- 23.1% Foundation
- 21.6% Corporation
- 15.5% Individual
- 12.4% In-Kind



EXPENSES

- 71.6% Program
- 9.0% Administration
- 19.4% Fundraising

Thank You to Our Supporters

Together, corporate, foundation and individual donors provided more than \$2.6 million in support of Hope Air's mission last year. Thank you to all of the supporters who help ensure that no one is left behind when it comes to accessing vital medical care.

"I first learned about Hope Air's work from a client and friend, and immediately wanted to become involved. I was a proud member of the Champions of Hope Campaign last year – a group of 35 individual donors who contributed more than \$175,000 to mark Hope Air's 35th anniversary. I'm proud to support one of Canada's 100 best charities and to know my gift has an immediate impact on families traveling for medical care."

Jane Logan, Victoria, BC



Our 2021 Supporters



Captain's Circle (\$100,000+)

- CAA Club Group
- Provincial Health Services Authority (British Columbia)
- Sun Life Financial
- Anonymous x 3

First Officer's Circle (\$50,000 - \$99,999)

- Airbnb
- Bank of Montreal
- Canada Post Community Foundation
- Columbia Basin Trust
- Newmont
- Scotiabank | MD Financial Management
- The Bedolfe Foundation
- The Catherine and Maxwell Meighen Foundation
- The McCain Foundation

Flight Crew (\$25,000 - \$49,999)

- Enbridge
- Pratt & Whitney Canada
- R. Howard Webster Foundation
- The D.H. Gordon Foundation
- The Windsor Foundation
- Vancouver Airport Authority
- Anonymous X1

Control Tower (\$10,000 - \$24,999)

- Anne Keenleyside
- Arthur J. E. Child Foundation
- Basie Arnoldus Spies
- Charitable Foundation
- CURE Foundation
- Dr. Lou and Mae Lukenda
- Eric Sprott
- Federated Co-operatives Limited
- Gerd Wengler
- International Grenfell Association
- J.P. Bickell Foundation
- Jay Woo
- Jim Burton
- KLM Ventures Ltd.
- Lee Arsenault and Marilyn Staig
- LNG Canada
- MUN Faculty of Medicine
- Odlum Brown Limited
- Pacific Blue Cross Health Foundation
- Park Property Management Inc.
- Prince George Community Foundation
- RBC Rewards
- Richard Gummer
- Roberts Household
- Rothmans, Benson & Hedges Inc.
- Stefan Laciak
- TC Energy and Coastal GasLink
- The Azrieli Foundation

- The Colin & Lois Pritchard Foundation
- The John and Judy Bragg Family Foundation
- The Tenaquip Foundation
- United Way of Thunder Bay
- Unity for Autism
- Van-Kam Freightways Ltd.
- Anonymous x1

Take Off (\$5,000 - \$9,999)

- ABS Golf Management Limited
- AirSprint Inc.
- Bayer Inc.
- Ben Currelly
- Candace Yip
- Cognizant Technology Solutions Canada Inc
- Collombin Family Fund at the Toronto Foundation
- Connor, Clark & Lunn Foundation
- Craig Stovel
- David Garner
- Engine Lease Finance Corporation
- Enterprise Holdings Foundation
- F.K. Morrow Foundation
- Glenn Wilson
- Golden Rotary Club
- Gwyneth Pryse-Phillips
- Harold Fast
- Heather Tobin

Take Off (cont'd)

- Hylcan Foundation
- Jane Logan
- Jody Peck
- John Mullally
- Maple
- Marc Bourdon
- Mark Rubinstein
- Merck Canada Inc.
- Nicola Wealth Private Giving Foundation
- Open Road Auto Group
- Parkin Architects Limited
- PepsiCo
- Prairie Aircraft Sales Ltd.
- Rohit Joshi
- Rotary Club of North Scarborough Foundation
- South Saskatchewan Community Foundation, Inc.
- Space Centre Properties Ltd.
- SPG Digital Solutions Inc
- Steve Drinkwater
- Takeda Canada Inc.
- Terence & Svea McKillen Foundation
- The John Hardie Mitchell Family Foundation
- The R.J. Nelson Family Foundation
- The Whitearn Foundation
- Thomas Christie
- United Way Toronto & York Region
- Vanessa Thomas
- Waratah Capital Advisors Ltd.
- Yorkton Tribal Council (YTC)
- Zeller Family Foundation

Ground Crew (\$1,000 - \$4,999)

- 24 Good Deeds
- Adeline Farms Ltd.
- Aero Club of BC
- Alec Zimmerman
- Alice Beedle
- Alicia Simoneau
- Allan Anderson
- Andrew Household
- Angus McMurdo
- Association (CBAA) Daniel Caya
- Auriol Marasco
- Barry Paxton
- Bernice McCann
- BioScript Solutions
- Bonnie Leach
- Boxall Household
- Brett Stevens
- Brian Huston
- Browning Harvey Ltd.
- Bruce Burley
- Bryant Realty Atlantic Inc
- Bryce McElroy
- Burt Hodgins
- CAE Inc.
- Calgary Foundation
- Canadian Business Aviation
- Carlie Trueman
- Charitable Foundation
- Cheryl & Terry Hooge
- Christine James
- Chun Lin Xu
- Corinne Scott
- Crowe MacKay LLP
- Cynthia Masson
- Dale Rogers

Ground Crew (cont'd)

- Dan Miller
- Daniel S Sigouin
- Darnell Andries
- Darryl Spector
- Daryl & Lynn Arnold
- Dave Thomson
- David Kloosterman
- Dawson Co-operative Union
- Debi Doucette
- Derek Roulston
- Desmond Clarke
- Dimitrios Papavramidis
- Domtar Inc.
- Donald Mccullough
- Donna Hill
- Douglas Grant
- Earlene Huntley
- Ed Johnston
- Elizabeth Murphy
- Eric Morris
- Ernst Schneider
- Fidelity Investments
- Floyd Hill
- Frances Lister
- G Phyllis Fatt
- Garry Appelt
- Gerry Markert
- Gluskin Sheff
- Grant Thomas
- Harcourt Lodge
- Harris Ryan Professional Corporation
- Harry P. Ward Foundation
- Heather Bala Edwards Foundation
- Helping Hands of Terrace Society
- Hinton Flying Club
- J. Barry McIsaac

Ground Crew (cont'd)

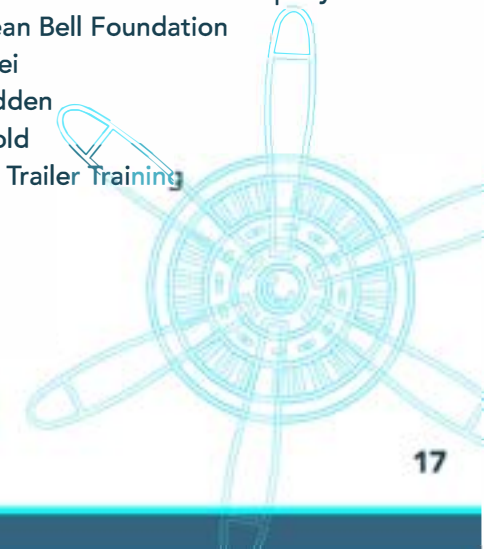
- James Birch
- Jamie McCague
- Jan Hawes
- Janet Storey
- Janice Giesbrecht
- Jean Arva
- Jean Desgagne
- Jean Messier
- Jewish Community Foundation of Montreal
- John Crawford Thompson
- John Donkers
- John Rieger
- Katherine Pierzchala
- Kathryn Reid
- Kelly Hancock
- Kerr & Company CPA
- KF Aerospace
- Krismark Holdings
- Lakeview Land & Cattle Co. Ltd.
- Laura Mayne
- Learn 2 Inspire Inc.
- Lena Yam
- Linda Paine
- Mackenzie Investments
- MacMurray Foundation Inc
- Margaret Arthur
- Margaret Murby
- Margaret Stockton
- Maria Hale
- Mary Grimwood
- Matthew Kottelenberg
- Matthew Molkoski
- Maureen Kubinec

Ground Crew (cont'd)

- Merle Andersen
- Michael Beatty
- Michael Dawson
- Michael Gee
- Michael Hadley
- Mike Popowich
- Mitch Hippsley
- Moon Household
- Mutual Boiler Re
- N & C Austin/Appleton
- Nigel Bennett
- Nigel Smith
- Pacific Northern Gas Ltd.
- Pamela Brammall
- Patrick Remy
- Paul Clark
- Paul LeBlanc
- Paul Tauschek
- Paul Webster
- Paule Bertholet
- Peter Ash
- Philip Allen
- Quesnel Lions Club
- RBC Dominion Securities Inc.
- RBC Wealth Management, Private Banking
- Rhonda English
- Richard Roy
- Rick and Marlene Schrader
- Robert Barrette
- Robert Fleet
- Robert Milling
- Robert R. Bradfield
- Ross Magnaldo

Ground Crew (cont'd)

- Rudy Hoffman
- Russell Impett
- S.M. Blair Family Foundation
- Sam Barone
- SeaTec
- Sheila Mcleod
- Sheila Nash
- Shelly Chamaschuk
- Sherry Grunert
- Shirle Johnston
- Simon Stuenenberg
- Smith Household
- Sona Khosla
- Stephen Newman
- Susan Wales
- Sylvio Roy
- The BC Interior Community Foundation
- The Henry and Berenice Kaufmann Foundation
- The Henry White Kinnear Foundation
- The Illahie Foundation
- The Lockhart Foundation
- The Wawanesa Mutual Insurance Company
- The Wilf and Jean Bell Foundation
- Thomas Torokvei
- Tracy Carol Glidden
- Turner Household
- U-Drive Tractor Trailer Training
- Wayne Harvey
- William Cook
- Anonymous x 1



The Need Has Never Been Greater

With the huge backlog in care and surgeries, we need to continue to grow our support in 2022. Thank you for being a committed supporter of Hope Air.





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