



Our 2022 Impact Report



2022 IMPACT REPORT

Better Health. Reduced Poverty. Stronger Communities.

These are the over-arching themes that enabled Hope Air to facilitate 10,251 travel arrangements in 2022 for families in need, travelling long distance to reach important medical care. As detailed in the stories that follow, Hope Air programs reached 420 communities across Canada, helping patients travel to our best hospitals for diagnosis, treatment and care. Through our dedicated community of donors, partners and volunteers, Hope Air responded to a significant increased demand for help, expanding our services to now include airline, hotel, ground transportation and meals. At the same, we help our patients navigate the current challenges in our health care system, with compassion, empathy and care.

Hope Air helps patients focus on what matters most: their health.

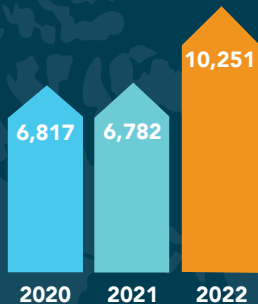


5 year old Atticus from Kelowna, B.C.

Your 2022 Snapshot

10,251

total travel arrangements



51%
increase
in travel
arrangements



2,000 patients



5,670
flights



2,329
accommodations
nights

420



communities served



412 meals

371



rides

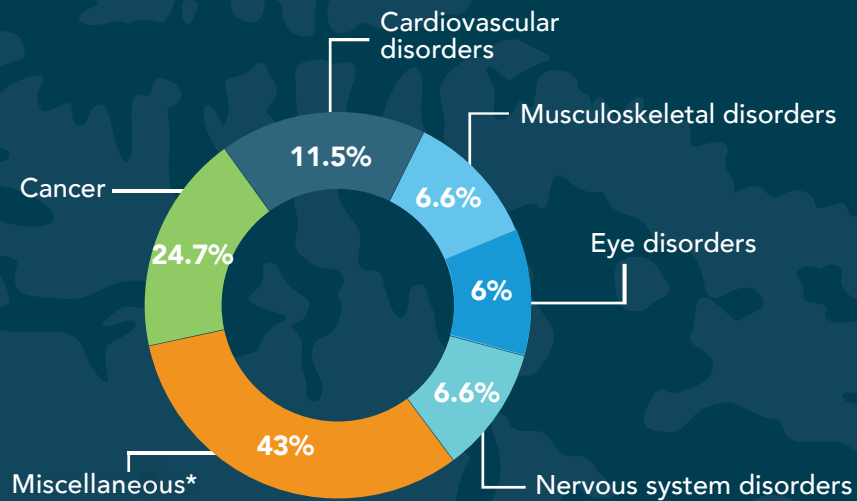
899



bridge &
ferry passes

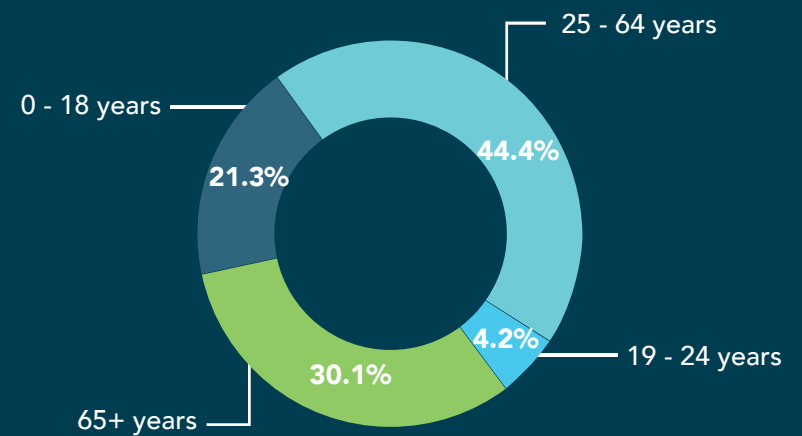
Patient Travel Profile

Patients most often travel for



* Gastrointestinal Disorder, Reproductive Disorder, Injury, Organ Transplant, Gender Identity, Ear, Nose and Throat Disorder, Skin Disorder, Kidney Bladder Disorder, Immune System Disorder, Genetic Disorder, And More.

Patients age groups



69%

of patients said they would not be cured or would still be unwell without Hope Air

94%

of patients said they had a better outcome because of Hope Air

99%

of Hope Air patients said having travel provided through Hope Air significantly reduced my stress during my treatment(s)

No patient left behind

Hope Air anticipates demand for more than 18,000 Travel Arrangements by 2025.

At Hope Air, we aim to help our patients focus on what matters most—their health. We're not an airline, we're a lifeline ensuring that no patient is left behind when it comes to accessing vital medical care.

Our healthcare system is facing unprecedented stress and strain. Inflation is impacting household budgets across the country. Taken together, these factors are driving a rapid increase in demand for Hope Air's services. To respond, Hope Air has launched a three-year

strategic plan focused on scaling to meet this growing demand and on increasing our impact in three important areas.

More than just a trip from point A to B, our services have far-reaching impacts on the patients we serve and their communities, including better health, reducing poverty and stronger communities. These outcomes are best illustrated through our patients. Read more about Don, Vincent & Siyam's journey.



1 Better Health

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



2 Reduced Poverty

For those living in remote communities under financial strain whose quality of care would suffer without our support.



3 Stronger Communities

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

Our Patients

The Canadian Cancer Society found a four-week delay in treatment can increase the risk of death **by more than 10%** for cancer patients.

A portrait of a man with short brown hair and blue eyes, wearing a black t-shirt. He is looking slightly to the right of the camera with a neutral expression.

Don

Prince George, BC

Impact: Better health

Travel arrangements: Four trips in 2022;
10 Lifetime

"When an experimental treatment for my cancer became available, Hope Air made it possible for me to receive it, even though it was hours away from my home."

- **Don, Hope Air patient**

Don survived cancer with help from Hope Air supporters



Without Hope Air, 33% of patients would have to cancel appointments and risk delayed diagnosis and treatment for serious health conditions. As the Canadian Cancer Society found, even a four-week delay in treatment can increase the risk of death by more than 10% for cancer patients. This highlights how big a difference Hope Air makes for people like Don by ensuring they reach their appointments and get the care they need in a timely manner.

When Don nearly collapsed while carrying heavy furniture, he knew something was very wrong. It was just the beginning of a lengthy health journey that, at times, seemed impossible to face. But he would ultimately find the support he needed to make it through in Hope Air.

During Don's first episode, his heart rate skyrocketed. This was highly unusual for an active man in his early forties. After a series of tests, he was diagnosed with a rare heart condition known as cardiac sarcoidosis. He underwent many surgeries and faced complications along the way, which led him back to the Emergency Room. Bloodwork soon showed that Don was also suffering from stage IV mantle cell lymphoma. The cancer had spread throughout his body and was even inside his bones.

An aggressive regimen of treatments including numerous types of chemotherapy followed Don's diagnosis but they failed to get his cancer under control so, Don was admitted into a research trial where he would be injected with a "living drug" called CAR T cells to combat the disease. The experimental treatment offered hope but Don couldn't access it in his hometown. This meant he had to make regular trips to Vancouver—a financial burden that was difficult to bear, especially after missing work for extended periods due to illness.

Before finding Hope Air, Don didn't know how he would make it work. And if he didn't find a way, it could have had devastating effects. After all, as the Canadian Cancer Society found, even a four-week delay in treatment can increase the risk of death by more than 10% for cancer patients.

Thanks to our generous donors, Don and other patients facing unimaginable health challenges don't have to wonder if or how they can get to the care they need. In Don's case, receiving Hope Air's support to promptly access treatment helped to save his life.

Don was able to travel to Vancouver and stay in the city for monitoring during the critical months through which his immune system was at its weakest. The CAR T cells did an amazing job of targeting his cancer and he eventually returned home to continue recovering.

Today, Don is in remission and is feeling great. He's often out at the lake with his fiancé, Chandra, and his daughter, Clara. With his difficult days battling cancer behind him, he now enjoys engaging in his two favourite hobbies—writing and photography. He is grateful for Hope Air supporters who made it possible for him to reach brighter, cancer-free days.

Our Patients



Zoe

Windsor, ON

Impact: Reduced Poverty

Travel arrangements:

Seven trips in 2022.

16 Lifetime. 7 upcoming trips.

100% of the people we serve are in financial need including many living at or below the poverty line which is a major barrier to accessing healthcare.

“Travelling for treatment every 10 days is very costly. You’re wearing down your vehicle and between the cost of hotels and fuel it very quickly adds up. But that is what we have to do to save our child’s life.”

- **Heidi, Zoe’s mom**

When frequent travel for treatment is impossibly expensive, Hope Air is there.



In 2022, inflation soared by as much as 8% in Canada, putting even greater pressure on people already experiencing financial hardship. 21% of our patients said they would have gone into debt to access treatment without our support. But Hope Air was there to help people like Zoe and her family and reduce the financial burden that can come with chronic illness.

Eight years ago, Zoe received a rare and life-threatening diagnosis that would require regular travel for vital medical care. Now that she and her mother, Heidi, must travel every 10 days for treatment, Hope Air supports the family with flights and accommodations that make it possible for Zoe to reach the care she needs.

Zoe was just 24 hours old when doctors discovered facial discolouration and low oxygen levels. Numerous doctors struggled to diagnose Zoe's complex symptoms, so the family took a trip from Windsor to SickKids Hospital in Toronto to investigate further.

At SickKids, Zoe was finally diagnosed with Diamond-Blackfan anemia, a rare blood disorder that occurs when the bone marrow fails to make red blood cells, which are critical for carrying oxygen from the lungs to all other parts of the body. To treat the Diamond-Blackfan anemia, Zoe was prescribed regular blood transfusions and was told that, ultimately, she would need a bone marrow transplant.

After years of challenging treatments every three months, a bone marrow match for Zoe has yet to be found. And the family's local hospital lacks the resources to offer Zoe's regular blood transfusions. Because of this,

Zoe and Heidi have to travel to SickKids Hospital. And the frequency of Zoe's treatments has increased to every 10 days.

Heidi and Zoe became accustomed to driving or taking the train when the appointments were every three months, but the trips were often longer than planned with traffic or train delays. Plus, with Zoe being sick, the journey became physically and mentally taxing.

The financial burdens of travelling far from home regularly and other medical expenses were also becoming too much for the family to handle.

"If we go every 10 days, it's very costly. You're wearing down your vehicle and between the cost of hotels and fuel it very quickly adds up," says Heidi. "I didn't feel good about travelling but that is what we have to do to save our child's life."

The family kept up their difficult drives and train rides, seeing no other option. Then, in 2022, Heidi discovered Hope Air. And after eight challenging years of arranging their own travel, they finally had a better solution for reaching Zoe's essential care.

Our Patients

34% of patients would travel by bus or car to their appointments, missing time at work and with their families.



Siyam

Golden, BC

Impact: Stronger communities

Travel arrangements: Two trips in 2022;
Eight Lifetime

“Before we found Hope Air, I was afraid we would have to leave the community we love. I’m so happy it didn’t come to that.”

- **Katrin, Hope Air Patient Siyam’s mom**

Hope Air helped Siyam and Katrin stay in their Golden, BC community



Without Hope Air, 34% of patients would travel by bus or car to their appointments, missing time at work and with their families. More patients still would be forced to leave their beloved communities in order to be near life-saving care. Hope Air makes sure that isn't necessary and works to keep communities strong and together.

Katrin and Siyam's world was turned upside down when Siyam was diagnosed with cancer. For a moment, Katrin feared they might have to leave their hometown in order to access care.

Though Golden, BC, is a quiet and peaceful town that Katrin says supports her son's health, Siyam's chemotherapy treatments could only be received in Vancouver. Like 34% of Hope Air patients, she would have had to travel the long distance by bus or car and miss time at work and with family in order to get to Siyam's appointments. As a single mother, Katrin simply couldn't manage that. Her only other options were to take out a large loan to finance regular flying or move to Vancouver to be closer to care.

It was an impossible choice. Thankfully, Katrin wasn't forced to make it. Hope Air gave her another way forward.

For more than two years now, Siyam and Katrin have been flying with Hope Air, and from the very first flight when organization staff greeted Siyam with toys, the experience has lifted their spirits.

"Hope Air is an incredible organization that I wish more people knew about," says Katrin, who credits everyone involved with being kind and positive.

As Siyam's health journey continues, he and his mother still fly regularly with Hope Air. This enables them to stay in Golden, where the peaceful environment allows Siyam to heal and slow down after all the difficult times he's been through. Though he is still undergoing chemotherapy, Siyam's treatments are less rigorous than they used to be—an undeniable comfort for the resilient five-year-old.

When families like Siyam and Katrin who live in communities that are far from major medical centres face difficult health challenges, Hope Air bridges the distance so that they can continue to call the places they love "home".



Message from our Chair

Hope is in the Air

Many of our clients and stakeholders know Hope Air as a charity which provides Canadians in financial need with free travel, accommodation, and related services for medical care far from home. This is the “what” of Hope Air, but it is not “how” or the “why” of Hope Air. These two important questions, which drive everything that Hope Air does, are captured so eloquently in the Hope Air Strategic Plan for 2023-2025. It summarizes our values and our belief that Hope Air is a partner in creating better health, reducing poverty, and building stronger and more sustainable communities. The pursuit of these goals join all of us together as supporters of Hope Air.

As detailed in this Impact Report, Mark Rubinstein and his team continued to develop the framework in which to achieve these shared values and goals during 2022 and beyond.

Over the last few years, it seemed as though the only constant might be change. With the hard work of staff, volunteers, donors and all the other supporters of Hope Air, the success of 2022 evidences another constant: hope.

I would like to add a special note of gratitude to my fellow board members for their thoughtful contributions and unwavering commitment to Hope Air. It has been an honour to serve as Chair to this Board. I would like to wish Paula Neves’s all the best as she retires from the Board - - her insights and counsel have been much appreciated by all.

I am proud of what we have accomplished in 2022 and I look forward to 2023 with excitement and enthusiasm, because hope continues to be in the air!

Sincerely,

A handwritten signature in black ink, appearing to read 'Auriol Marasco', written in a cursive style.

Auriol Marasco
Chair



Message from our CEO

Hope Changes Everything

The true impact of Hope Air is far greater than a summary of annual program accomplishments. In this 2022 impact report, we highlight several important outcomes including: **10,000+ medical travel arrangements for families in need, 2000 patients supported and 420 communities served.** We are, of course, proud of these and other achievements.

Every travel arrangement that Hope Air provides, starts with our ensuring timely and compassionate support to families and children who need help. The stories of lives changed through the work of Hope Air, are chronicled in this report. Since our founding in 1986, we remain a medical travel lifeline, for Canadians in need living in small, remote and rural areas of our country. We bridge the distance between home and hospital, ensuring better health outcomes for so many.

On behalf of the entire Hope Air community, thank you for supporting our mission and helping us to deliver on the promise of timely and equitable access to health care for all. **#nopatientleftbehind**

With Gratitude,

A handwritten signature in black ink, which appears to read "Mark Rubinstein". The signature is fluid and cursive, written over a light blue background that features a faint, stylized map of Canada.

Mark Rubinstein
Chief Hope Officer



Taking Flight with Our Volunteer Pilots

"As a Hope Air volunteer pilot, I remember the story of every patient I help get to care. From cancer treatments to a child waiting for a liver transplant who otherwise would have passed away, they remind me each time of the important work that Hope Air does connecting Canadians to the vital medical care that they need."

~ Jay Woo, Hope Air Volunteer Pilot & President and CEO of CAA Club Group

Hope Air Volunteer Pilots go above and beyond to support patients in some of the most remote regions in Canada. Not only do they meet the flight needs of people living across the country, they also use their voice to raise awareness about Hope Air, take part in fundraising efforts, give generous donations of time, money and flights, and even help to translate information about our services so we can reach more communities.

All of our volunteer pilots made an incredible impact on patients in 2022 and will continue to be an important part of the Hope Air team in the year ahead.

Give Hope Wings

In June 2022, the three-week Give Hope Wings Coast to Coast expedition flew across 10 provinces and 27 stops raising over \$500 thousand dollars. Since its inception in 2018 Give Hope Wings has raised more than \$1.8 Million to help fund travel for vital medical care.

We would like to extend a very special thank you to our 2022 Give Hope Wings committee: Basie Spies, Lee Arsenault, Marilyn Staig, Steve Drinkwater and Dave McElroy. Dave has retired as Expedition Captain after founding Give Hope Wings in 2017 with a vision of giving back through his lifelong passion: flight. Dave's first flight took place in 2018 with three pilots: Dave, Harold Fast and Ross Airey who left

Canada to circumnavigate South America. In recent years expeditions focused on exploring familiar terrain, including the 2022 expedition which flew across Canada for the first time: launching in Victoria and traveling through St. John's en route to a final destination in Montreal.

For 2023, the Give Hope Wings expedition will change course and launch three unique expeditions focused on Western Canada, Prairies, and Eastern Canada. With stops in large urban airports; Hope Air patient communities; and hallmark aviation sites, Give Hope Wings offers something for everyone with a goal to raise funds and awareness for Hope Air. **Learn more at www.givehopewings.ca.**



Our Donors



"As a volunteer pilot I get to see the impact of my support firsthand. I've been very fortunate in my life, and it is nice to give back as a donor as well. Hope Air really fills a void."

- **Floyd Hill**



"I give because when people need life saving care, all they should have to focus on is getting better, not the logistics."

- **Stephen Tapp**



"I feel fortunate that I'm able to contribute to help others have the same opportunity and access to care that my daughter had."

- **Heather Tobin**

Hope Takes Flight Thanks to Our Supporters

For every Hope Air patient, there are generous donors to thank for helping them reach vital medical care. More than a simple act of kindness, a donation to Hope Air is a lifeline for those in need of healthcare far from home.

From flying patients to appointments to providing meals, accommodations and ground transportation, our services are fueled by the

kindness of our donors. Thanks to your support we ease their financial stress, support patients' health, and keep communities intact by eliminating the need for patients to move for healthcare.

Without you, many of our patients would be without options. We are so grateful for your dedicated support that addresses a unique and important need in Canada's healthcare landscape.

Our 2022 Supporters

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

- CAA Club Group
- Provincial Health Services Authority (British Columbia)
- Anonymous x 2

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

- BMO Financial Group
- Columbia Basin Trust
- The Bedolfe Foundation
- The Four Oaks Foundation
- The McCain Foundation
- Province of Prince Edward Island
- Scotiabank
- YVR (Vancouver Airport Authority)
- Anonymous x1

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

- Canadian Business Aviation Association (CBAA)
- Enbridge
- Family Legacies Giving Foundation
- Floyd Hill

- J. and W. Murphy Foundation
- KPMG Canada
- Newmont Canada
- Power Corporation of Canada
- Pratt & Whitney Canada
- R. Howard Webster Foundation
- Rothmans, Benson & Hedges Inc.
- Stephen Tapp
- The D.H. Gordon Foundation
- YPO Maple Leaf
- Anonymous x1

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

- Access Communications Children's Fund
- AON Reinsurance
- Apotex Inc.
- Avion Rewards (RBC)
- Boehringer Ingelheim
- Candace Yip & Neil Duke
- Central Okanagan Foundation
- Clearskies Foundation (YVR For Kids)
- Edmonton Civic Employees Charitable Association
- Federated Co-Operatives
- Gerd Wengler
- Gestion Maurice et Donna Assh
- Helping Hands of Terrace Society

- ICON Plc
- International Grenfell Association
- Jay Woo
- Jim and Dera Burton
- Jody and Kenneth Peck
- Lee Arsenault and Marilyn Staig
- LNG Canada
- Marc Bourdon
- Mary Jane Spohr-Vonnegut
- My Insurance Broker
- Odlum Brown
- Pacific Blue Cross Health Foundation
- Park Property Management Inc.
- Province of Saskatchewan
- Richard Gummer
- Stefan and Gundi Laciak
- Sutherland Foundation Inc.
- TC Energy/Coastal GasLink
- The Arnold and Anita Silber Family Foundation
- The Colin & Lois Pritchard Foundation
- Assistance Fund (ECECAF)
- The Tenaquip Foundation
- UHN Foundation
- United Way of Thunder Bay
- Uplands Foundation
- Van-Kam Freightways Ltd.
- Yorkton Tribal Council

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

- AirSprint Inc.
- Ann and Bev Collombin
- CAE Inc.
- Charitable Impact Foundation
- CLOMP Inc
- Dave McElroy
- David Garner
- Dorothy Christine Tier
- Emera Newfoundland & Labrador
- Enterprise Holdings Foundation
- Gail Frost
- Gibson Energy Inc.
- Gordon Roberts
- Gwyneth Pryse-Phillips
- Heather Tobin and Jonathan Belair
- Hylcan Foundation
- James Clarke and Family
- Jamie McCague
- Jeff Page
- John Andrew
- John Mullally
- John Thompson
- Mark Rubinstein
- Melvin Bjarnason
- Merck Canada Inc.
- Michelle and Glenn Wilson
- Nieuport Aviation
- Pacific Northern Gas Ltd.
- PepsiCo
- Phyllis and Irving Snider Foundation
- River Philip Foundation (formerly The John and Judy Bragg Family Foundation)
- Rob Stovel Foundation
- Rohit and Rachna Joshi
- Smith S.H.A.R.E. Foundation

- Southern Medical Program (SMP) Charity Golf Tournament
- Steve Drinkwater
- The Better Life Co.
- The John Hardie Mitchell Family Foundation
- The R.J. Nelson Family Foundation
- The Wawanesa Mutual Insurance Company
- Toronto Port Authority - PortsToronto
- Waratah Capital Advisors Ltd.
- Zeller Family Foundation

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

- Adeline Farms Ltd.
- Aero Club of BC
- Alec Zimmerman
- Alice M Beedle
- Allan Greve
- AME Aircraft Maintenance Engineers Association (Atlantic) Inc.
- Andrea Stack
- Andrew Knight
- Auriol Marasco
- Ben Currelly
- BioScript Solutions
- Bob MacDonald
- Bonnie Linda Lewis
- Brett Stevens
- Bruce Burley
- Calgary Foundation
- Cindy Price
- Cliff Silverthorne
- Colleen Gustavson
- Columbia Power
- COPA #93 Household
- COPA Flight 203 Inc
- Cortex génie humain

- Crowe MacKay LLP
- Dale C Rogers
- Darnell Andries
- Deborah Levy
- Dennis Ridley
- Donna Hill
- Doug Gilbert
- Douglas Grant
- Dr. C A Spies
- Ed Johnston
- Ed Mcdonald
- Edmonton International Airport
- Elaine Dobbin
- Elizabeth Murphy
- Federkiewicz Farm Enterprise Ltd
- Flight Club
- Francois Trudel
- G Phyllis Fatt
- Gary Comstock
- Geert Verellen
- Geraldine K Fujisawa
- Gordon Horner
- Gregory Peddle
- Halifax International Airport Authority
- Harold Line
- Harry P. Ward Foundation
- Helen M Squires
- Jackman Foundation
- James Elian
- Jason Brothers
- Jean Desgagne
- Jean Messier
- Jennifer Quinn
- Joan Halpin Estate
- Joff Kilger
- Joseph Lubertino
- Katherine Pierzchala

- Keith Wales
- Kelowna Flightcraft Ltd. - KF Aerospace
- Lac LaBiche County
- Larry Scott
- Laurentian Bank Capital - Aviation
- Lee Ann Wollbaum
- Lena Yam
- Linda Paine
- M Gail Snider-Henry
- Mackenzie Investments Charitable Foundation
- MacMurray Foundation Inc
- Manulife Financial
- Marc Heroux Succession
- Marc Jacob
- Margaret Arthur
- Marilyn Stasiuk
- Matthew Molkoski
- Merle Anderson
- Michael Beatty
- Michael Dawson
- Nancy Openshaw
- Nathan Kupsch
- Nicolaas H Knufman
- Nigel Smith
- Patrick Remy
- Paul Clark
- Paul LeBlanc
- Paule Bertholet Penny Fine
- Peter Rivers
- Phil Policelli
- Province of Manitoba
- Province of Newfoundland and Labrador
- Provincial Employees Community Services Fund (PECSF)

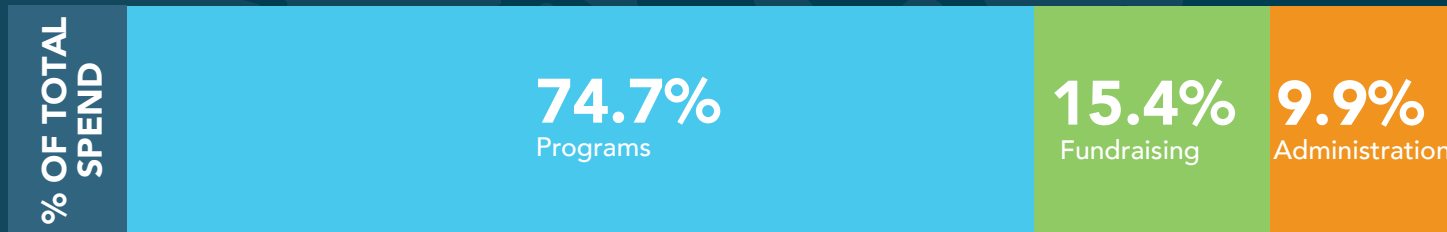
- Quesnel Lions Club
- RBC Foundation
- Rebecca Lindsey-Kennedy
- Rhonda English
- Robert Jennings
- Robert R. Bradfield
- Roelof Dercksen
- Ronald Ellsworth
- Ronnie Grisnich
- Rotary Club of North Scarborough Foundation
- Rupert Robin
- S&D Solonenko Farms Ltd
- Sam Barone
- Saugeen Municipal Airport
- Sault Ste. Marie Airport
- Scott Collinson
- Sheila Nash
- Sigmund Sort
- Simon and Kristina Steunenber
- Stephen Neudorf
- Stephen Newman
- Straight Bridge Crossing Limited
- Susan Greer
- Susan Munroe
- Sylvio Roy
- Tahira Hassan
- Terence & Svea McKillen Foundation
- The Anglican Foundation of Canada
- The Greygates Foundation
- The Hamber Foundation
- The Henry and Berenice Kaufmann Foundation
- The Henry White Kinnear Foundation
- The LaLaBiche Flying Club
- The Wilf and Jean Bell Foundation

- Thomsen-Jung Farms Ltd
- TJ Grain Logistics Ltd.
- Tom Wong
- Tony Spohr
- United Initiators Canada Ltd
- Vancouver Interline Club
- WCPD Foundation
- William Furlong
- Anonymous x 1

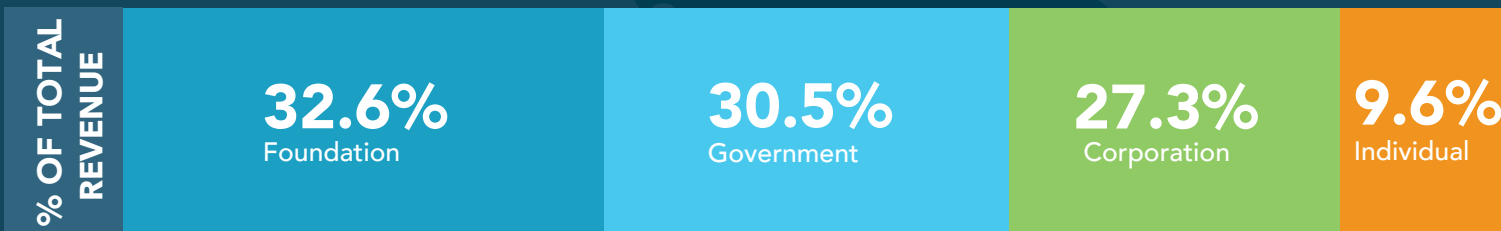
75 cents of every dollar is spent on supporting travel

In 2022, 75 percent of our spending was on patient programs, with the balance focused on efficient operations and fundraising to support this work. We maximize the value of your donations, gifts, and government grants so we can help as many Canadians as possible access vital health care.

EXPENSES



REVENUE



The Need Has Never Been Greater

We have been experiencing an increase of over 50% in demand and need to grow our support in 2023. You can help by donating or reaching out to discuss other ways to support.





**720 Bathurst St, Toronto,
Ontario M5S 2R4
416-222-6335
1-877-346-HOPE (4673)
hopeair.ca
info@hopeair.ca**

**128 West Hastings Street #210
Vancouver, British Columbia
V6B 1G8
1-877-346-HOPE (4673)
hopeair.ca
info@hopeair.ca**