

**Better** *Access*  
**Better** *Health*

Hope Air helps Canadians in need overcome barriers of distance and cost to access medical care far from home. We reduce inequities in access to healthcare for some of Canada’s most vulnerable people, who live in remote, rural or underserved communities.

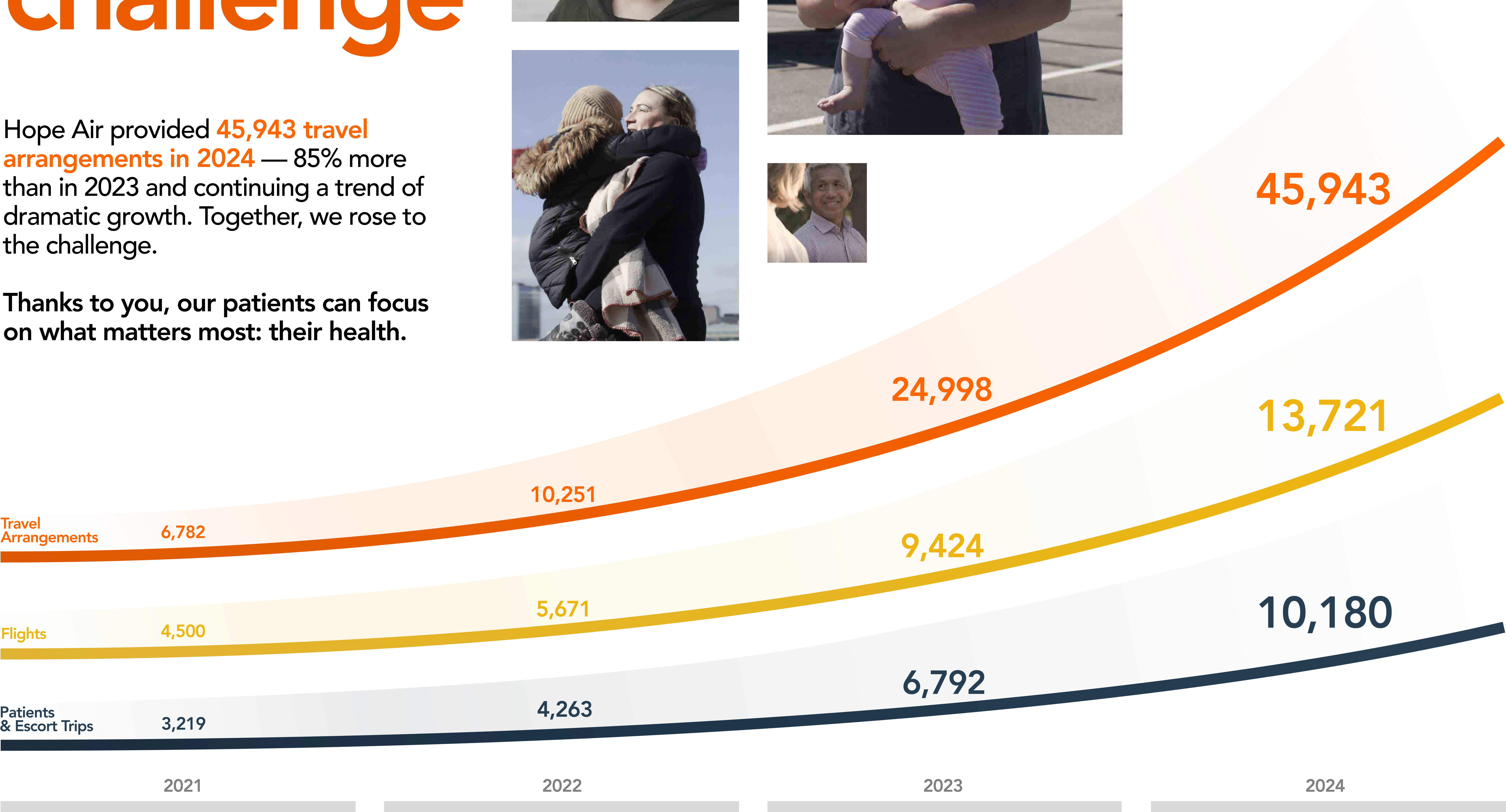
Our programs support better outcomes for all, by ensuring our patients have access to the timely diagnoses, life-saving treatment, and ongoing healthcare supports they deserve.



# Rising to the challenge

Hope Air provided **45,943 travel arrangements in 2024** — 85% more than in 2023 and continuing a trend of dramatic growth. Together, we rose to the challenge.

Thanks to you, our patients can focus on what matters most: their health.



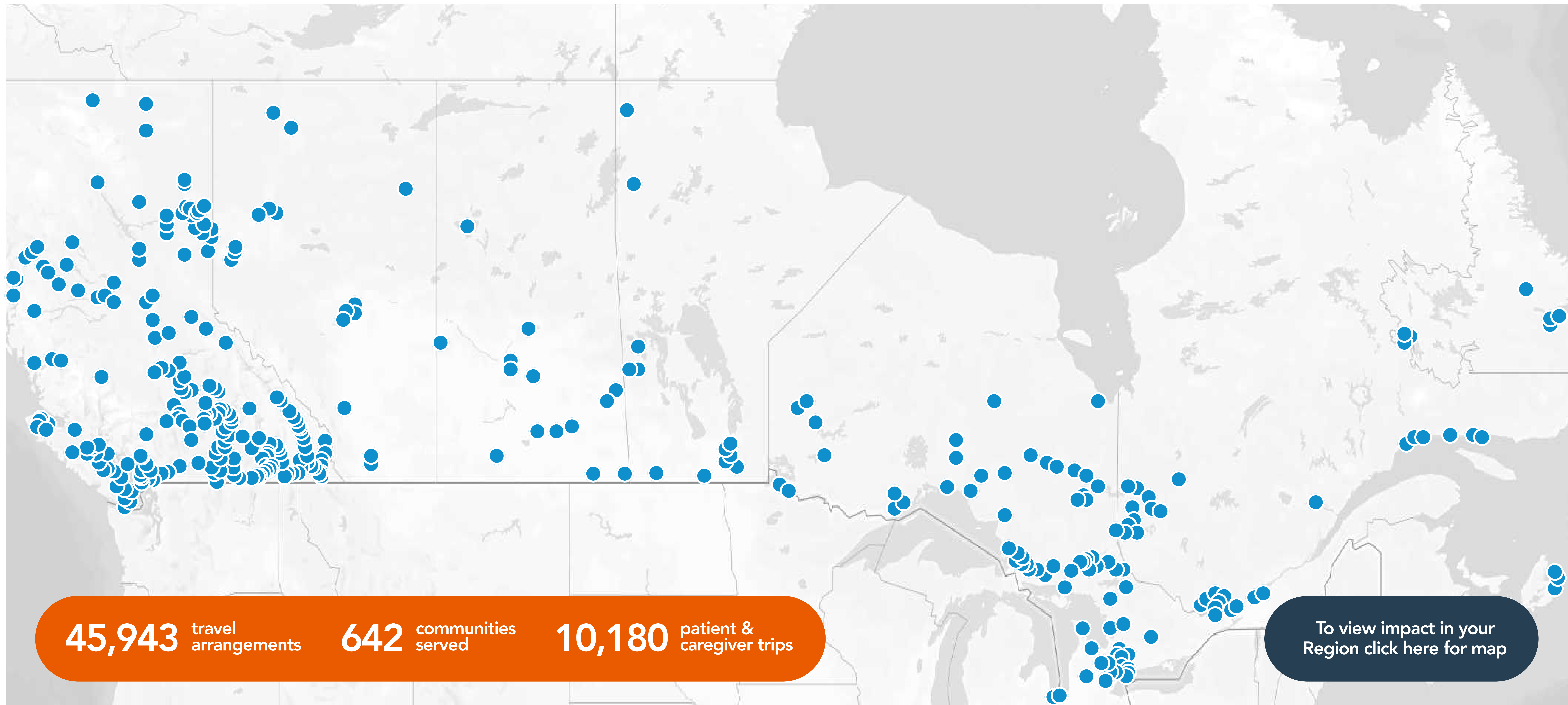


# Community

When faced with a life changing diagnosis, the barriers of distance and cost can feel insurmountable for Hope Air patients. 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.

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

In 2024, **we served patients from over 642 rural, remote and underserved communities.** Wherever our patients reside, we work to ensure families stay in their hometown and keep our patients close to work and family. Explore the impact in your region by zooming in or search using the fields on the side of the map.





# Sienna

Iroquois Falls, ON

“ Without Hope Air we would have had to stay in Ottawa for the entire year without family. There was no way we would be able to drive the 10-hour trip with a baby, which turns into three days.

## Lifeline for Families in Need: How Hope Air Supports Access to Vital Medical Treatment.



At just five weeks old, Sienna’s parents noticed a lump on her neck. Initially dismissed as a virus, the condition worsened as more growths appeared. Alarmed, they sought help from a family doctor in Timmins, who quickly referred Sienna to the Children’s Hospital of Eastern Ontario (CHEO) in Ottawa.

At CHEO, Sienna endured weeks of testing and was diagnosed with Langerhans Cell Histiocytosis (LCH), a rare disease requiring aggressive chemotherapy and steroids. For months, her parents stayed at Ronald McDonald House, supporting their daughter through intensive treatments, including feeding tube care.



Traveling from Iroquois Falls to Ottawa posed immense challenges for Sienna’s family. The 10-hour drive was unfeasible with a baby, and frequent trips added financial and emotional strain. “Without Hope Air, we’d have had to stay in Ottawa all year,” Sienna’s mother explained.

Hope Air provided free flights, allowing the family to travel every three weeks for treatment. “It was a game-changer. Everything was provided—we didn’t have to worry. It made all the difference, especially since we’re both on EI.”

Sienna’s treatment involves chemotherapy every three weeks, along with steroids, and is expected to continue. Despite the difficulties, her condition has improved significantly, and doctors are optimistic she will live a healthy life.

Hope Air’s support has been vital. “Canada is vast, and many remote families can’t access essential care without help. Hope Air makes it possible,” Sienna’s mom said.

For this family, the service has been a lifeline, reducing their stress and ensuring Sienna receives the care she needs to thrive.





# Thank you!

## DEAR SUPPORTERS

For Canadians living in small, rural and underserved communities the gap in our universal healthcare system has always been apparent. With uncertainty in our economic and healthcare landscapes, more people than ever before are facing questions of how, or if they can afford to access the care they deserve.

After achieving a record number of travel arrangements in 2023, with a 140% increase in demand for our services, the unwavering support from [Hope Air's community](#) continued into 2024 and helped fulfill more than 10,354 patient and escort trips. An 85% increase over 2023.

Your support meant that we were yet again able to fulfill all eligible travel requests. It meant that no patient was left behind. Government, industry, foundations, individual donors, volunteers, advocates and partners all stood together in 2024 to ensure that our role as an essential part of the healthcare system was assured.

You allow us to be there for our most vulnerable at their time of need with open arms, and with shared conviction that where you live should not determine if you live.

In particular, **we would like to acknowledge the support of The Northpine Foundation** who contributed the largest private investment in Hope Air's history, with \$750,000 in 2024 as part of \$1.75 Million over three years in support of patients in Newfoundland and Labrador.

Thank you also to the Gwaii Trust in Haida Gwaii, who share a relatable viewpoint on the importance of supporting patients who must travel for medical care:





# Volunteer pilots



In 2024, Hope Air's Volunteer Pilot Program (VPP) remained a crucial link for patients needing to travel to reach medical care. Our dedicated volunteer pilots completed 88 flights, saving patients 48,696 kilometers of travel. This past season, pilots covered 34 routes, expanding support to 10 new communities, including Niagara Falls, ON, Vernon, BC, and Havre-Saint-Pierre, QC. These flights bridged gaps in areas where commercial travel is scarce or unavailable.

For patients in communities like Earltown, ON, and Port Hardy, BC, VPP flights were often their only option. Without this support, many would endure exhausting travel or miss essential medical appointments. The dedication and generosity of our volunteer pilots provides more than transportation—they bring hope and reassurance to patients and their families.



# HOPE AIR DAY



The inaugural Hope Air Day in 2024 marked a milestone in raising awareness of the issue of equitable access to healthcare, and support for Hope Air's mission to provide free flights and accommodations for Canadians needing medical care far from home.

For people living in rural, remote and under-served communities, there are unique barriers to accessing specialized healthcare appointments. With Hope Air's support, patients in financial need are provided with free flights, hotel, meals and ground transportation when travelling far from home.

In recognition of the challenges faced by our patients and to raise awareness of the issue of equitable access to healthcare, Hope Air Day united Canadians, elected officials, corporations and key stakeholders in celebrating Hope Air's mission.

In Ontario, Hope Air received recognition from 25 Northern municipalities who declared the day with mayoral proclamations. The celebration kicked off in Timmins with a concert, a proclamation by Councillor Andrew Marks, and a moving testimonial from Justin and Heidi, parents of Hope Air patient, Noah who relies on Hope Air.

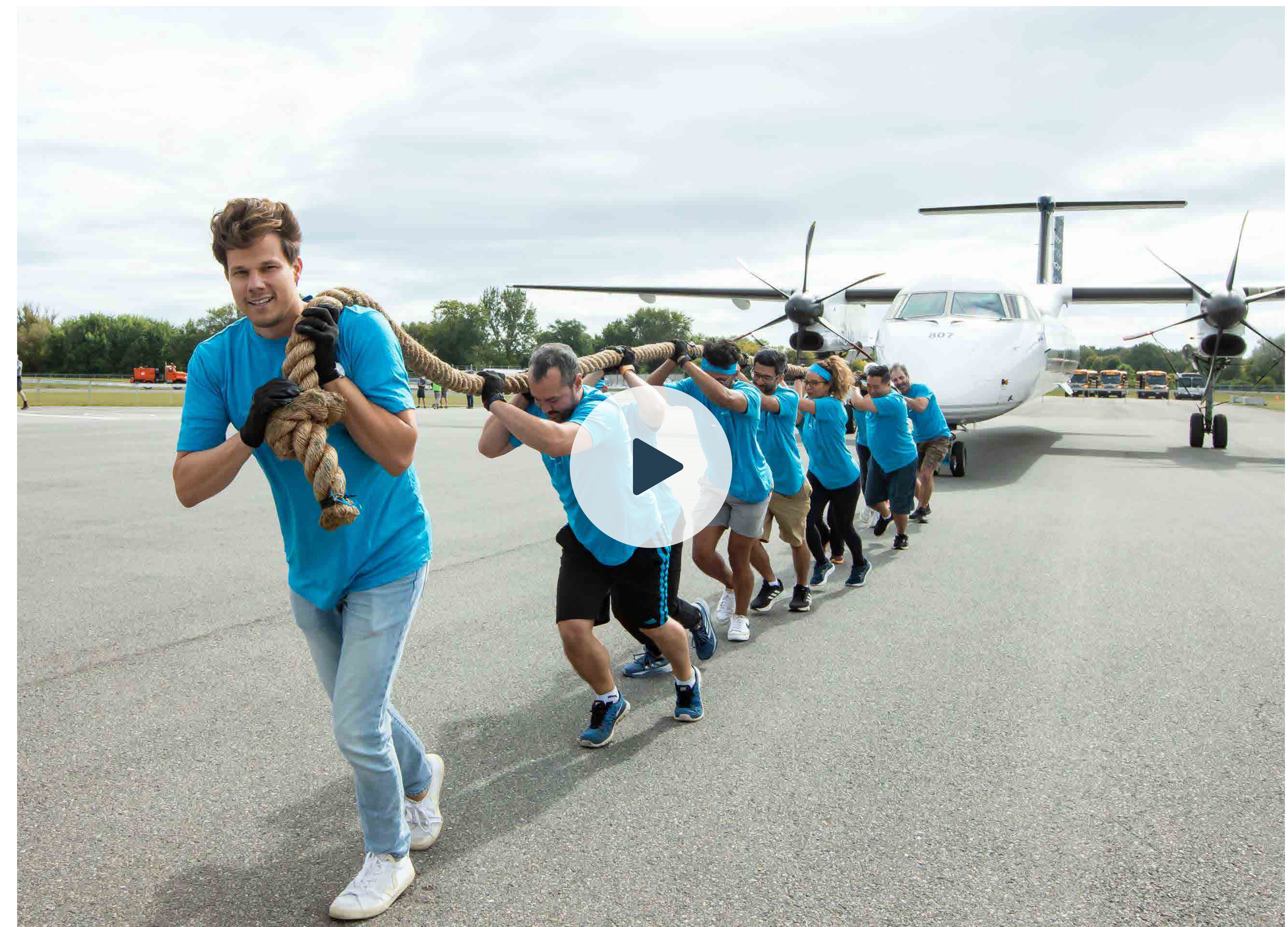
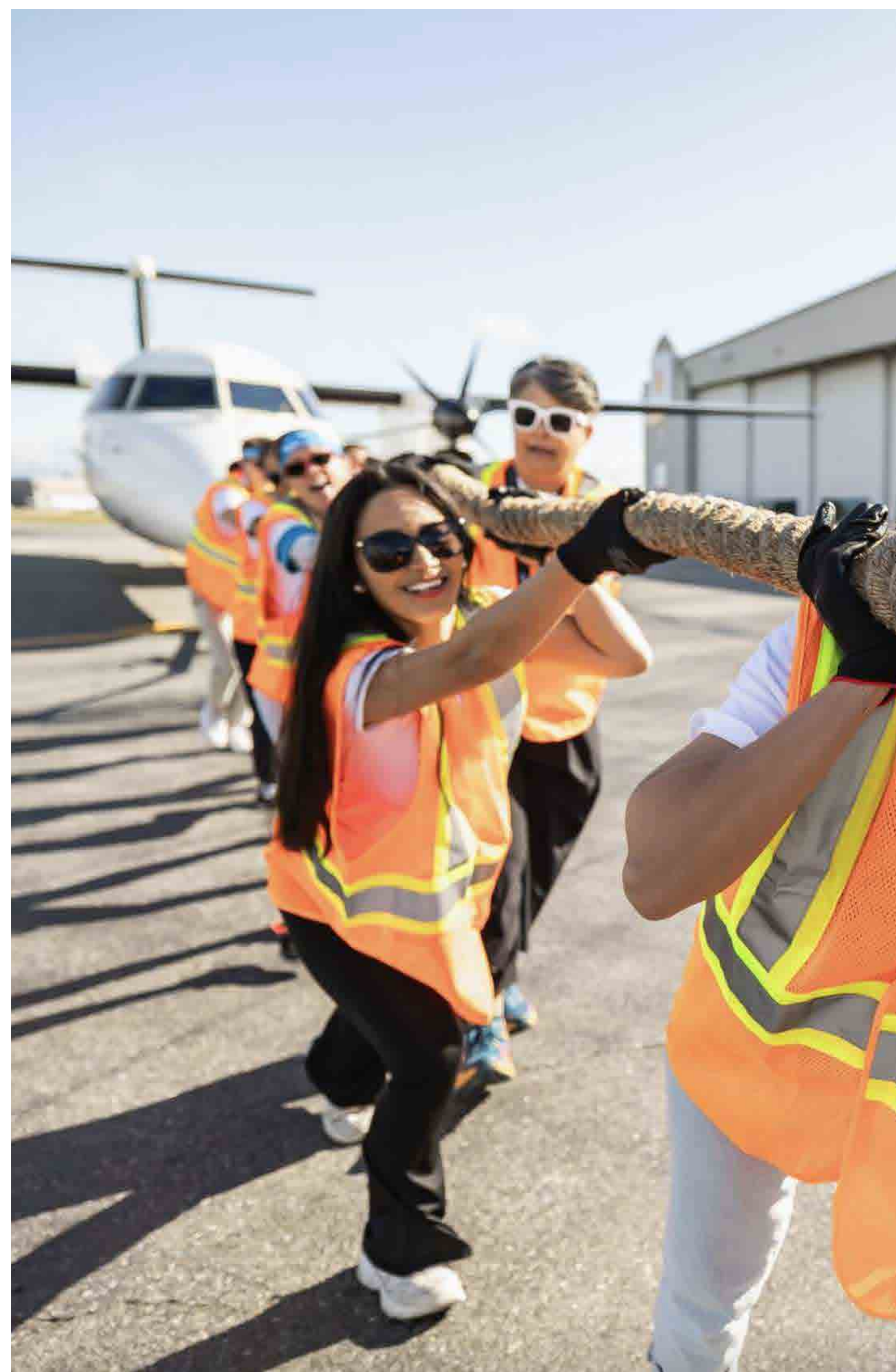
British Columbia received 11 municipal proclamations for this official day, celebrated with a breakfast in Prince George featuring key speakers; Jennifer Rice MLA and a moving story from Hope Air patient, Lutrecia.

Newfoundland and Labrador declared November 5 as Hope Air Day with 17 mayoral proclamations. Long-time advocate of Hope Air, Jim Burton, mobilized community support through the annual Ham, Eggs and Hope Breakfast featuring special guest speaker Premier Andrew Furey.

Community supporters of these events recognized Hope Air's role as an essential part of Canada's healthcare system.



# Haul for Hope

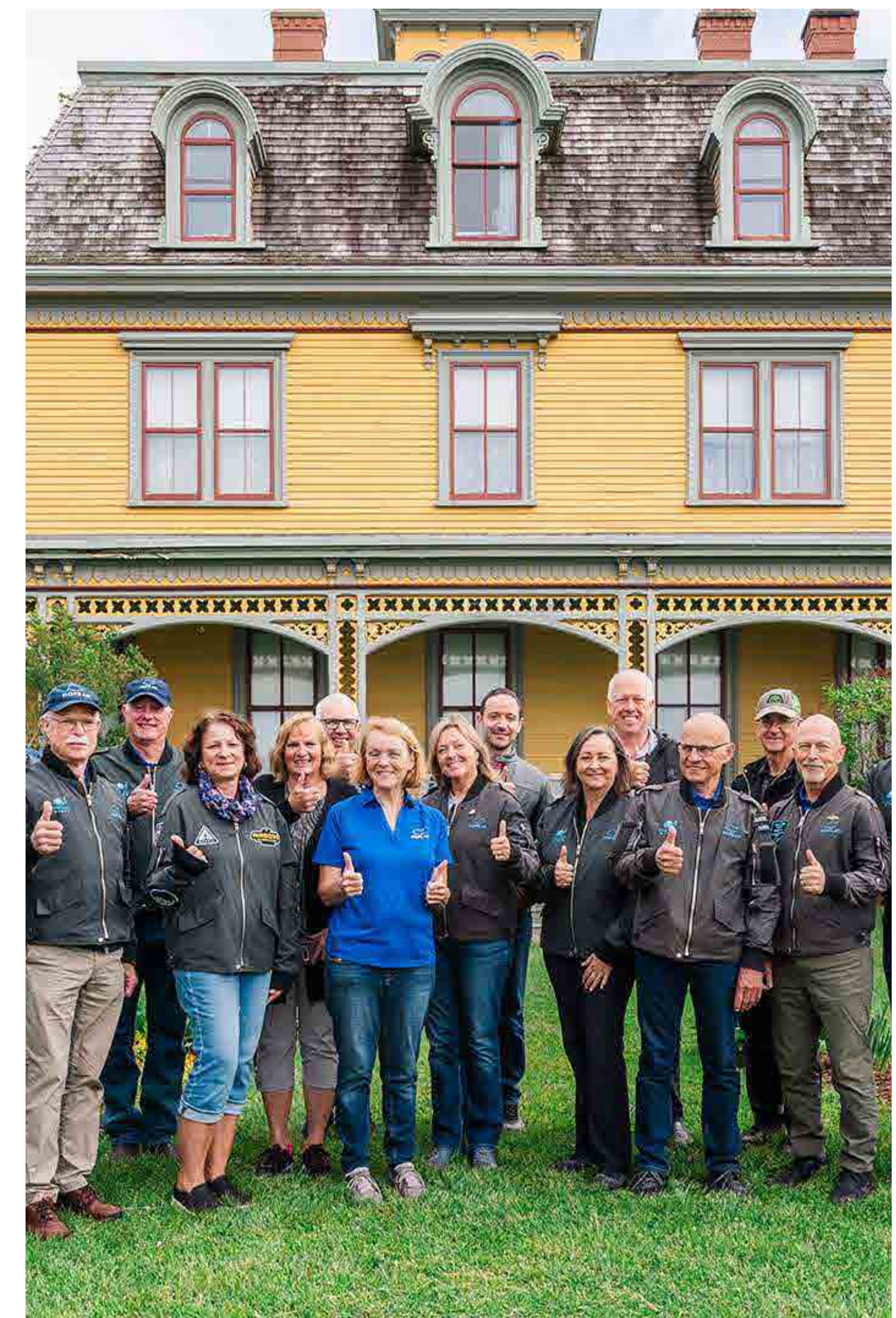


After celebrating a successful two-site pilot in 2023, we brought Haul for Hope to the tarmac in five cities thanks to the incredible support of our airline and airport authority partners. A big thank you to WestJet, presenting sponsor of four sites in Western Canada: YYC, YEG, YLW and YVR airport authorities and, to Porter Airlines for their continued commitment of Haul for Hope at YTZ, Toronto.

Our amazing sponsors, participants, hosts and donors showed up in full force – with 51 teams totaling 700+ participants and volunteers showing strength, determination and grit and raising more than \$306,000 across the country.



# Give Hope Wings



On its sixth expedition, Give Hope Wings touched down in 26 communities across three regional segments, raising more than \$450,000 along the way. A record number of 30 pilots took part, more than half of whom fly with the Hope Air volunteer pilot program – showcasing one of the many ways this group gives back beyond their most important missions transporting patients.

Ministry of Health officials, countless municipal and provincial staff members joined us in recognizing the importance of our commitment to equitable access to healthcare.



# Partners delivering our mission

Hope Air’s mission is supported through impactful partnerships across Canada. This includes national and regional airlines, airport authorities, hotels, hospitals, social workers and health care workers, and regional and provincial governments. All of these partners stand together with Hope Air, in ensuring equitable access to healthcare for all.

A special thank you to Uber who came on board as Hope Air’s official Ride Share and Delivery App partner this past year:



Hope Air is grateful to acknowledge the support of key government partners, who provide funding that enables Hope Air to deliver travel programs for patients in need.





# Message from the Chair



Auriol Marasco  
Chair

As the Chair of the Board for Hope Air, I am proud to reflect on an extraordinary year marked by resilience, growth, and unwavering commitment to our mission. In 2024, we continued to provide medically critical free air travel and support services for Canadians in need. Thanks to the tireless efforts of our staff, volunteers, and supporters, we successfully delivered more flights than ever before, connecting more than 550 small communications with life-changing treatment across Canada.

This year, we expanded our reach, partnering with new healthcare organizations and governments and broadening our network of travel and hospitality partners. This has helped us further reduce the burden of travel on our patients, allowing them to focus on getting better.

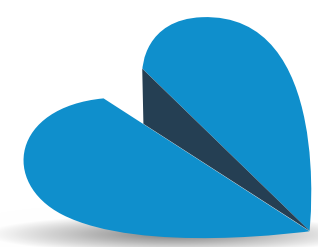
Our ability to reach such great heights is due, in part, to two of our longstanding board members: **Dave Garner, a former Chair of the Board, and Gerd Wengler, who is also a VPP pilot.** I would like to extend a heartfelt thanks to them for their incredible dedication and service to our Board. Their leadership, wisdom, and commitment have made a lasting impact, and we are deeply grateful for their contributions. Looking forward, we remain deeply committed to our vision of ensuring that no one is denied medical care due to travel costs. Our ability to reach this vision continues to grow, thanks to the continued generosity of our donors and the commitment of our incredible staff and volunteers, led by Mark Rubinstein. As we enter the new year, Hope Air is poised to build on this momentum, providing even more Canadians with the hope and health they deserve.

On behalf of the Board, I extend my deepest gratitude to everyone who has supported Hope Air—together, we are making a profound impact on the lives of Canadians in need.



# Funding Impact

Thank you to our 2024 supporters.

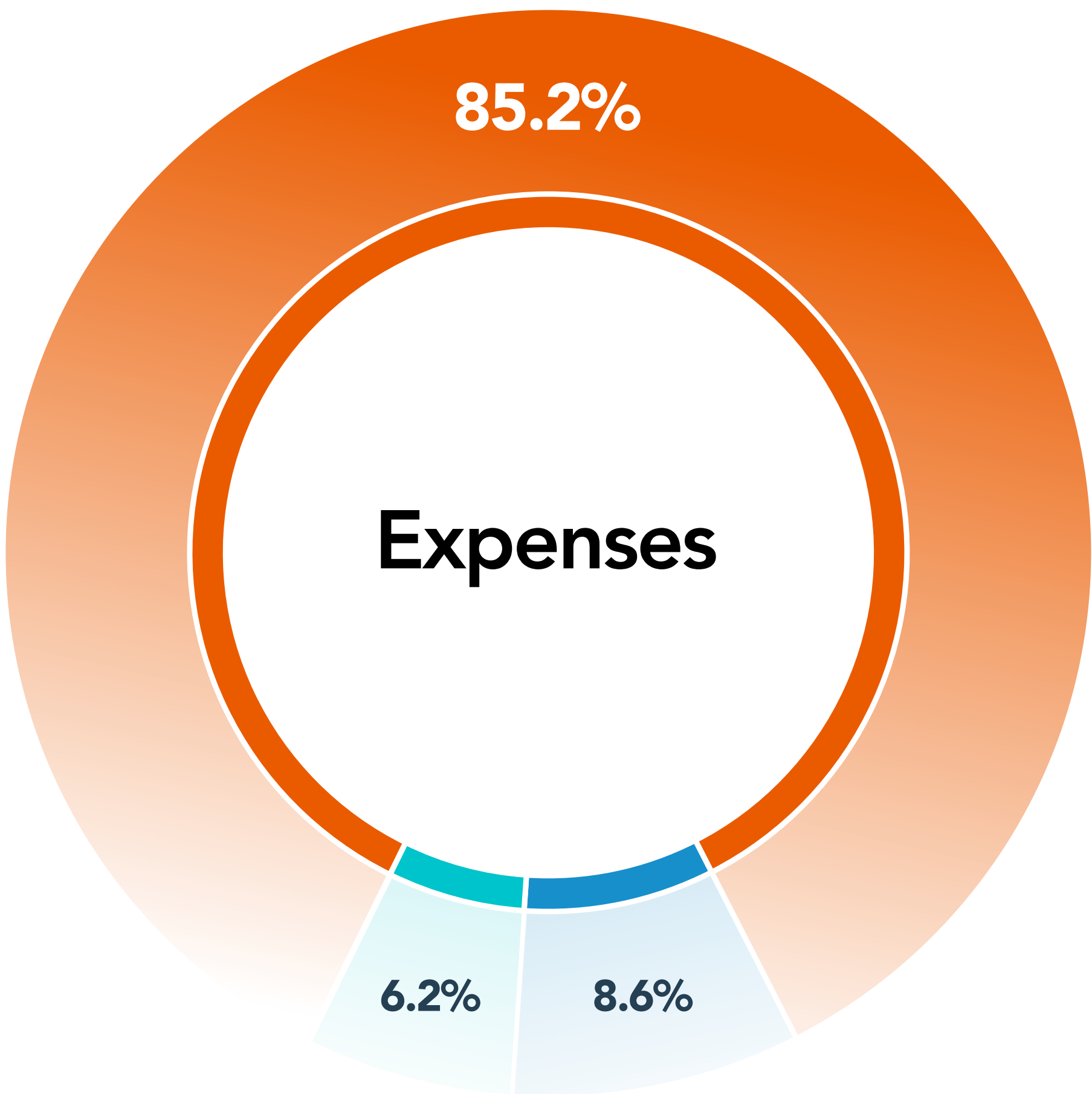


Your support in 2024 made a profound difference to Hope Air patients reaching their medical appointments far from home.

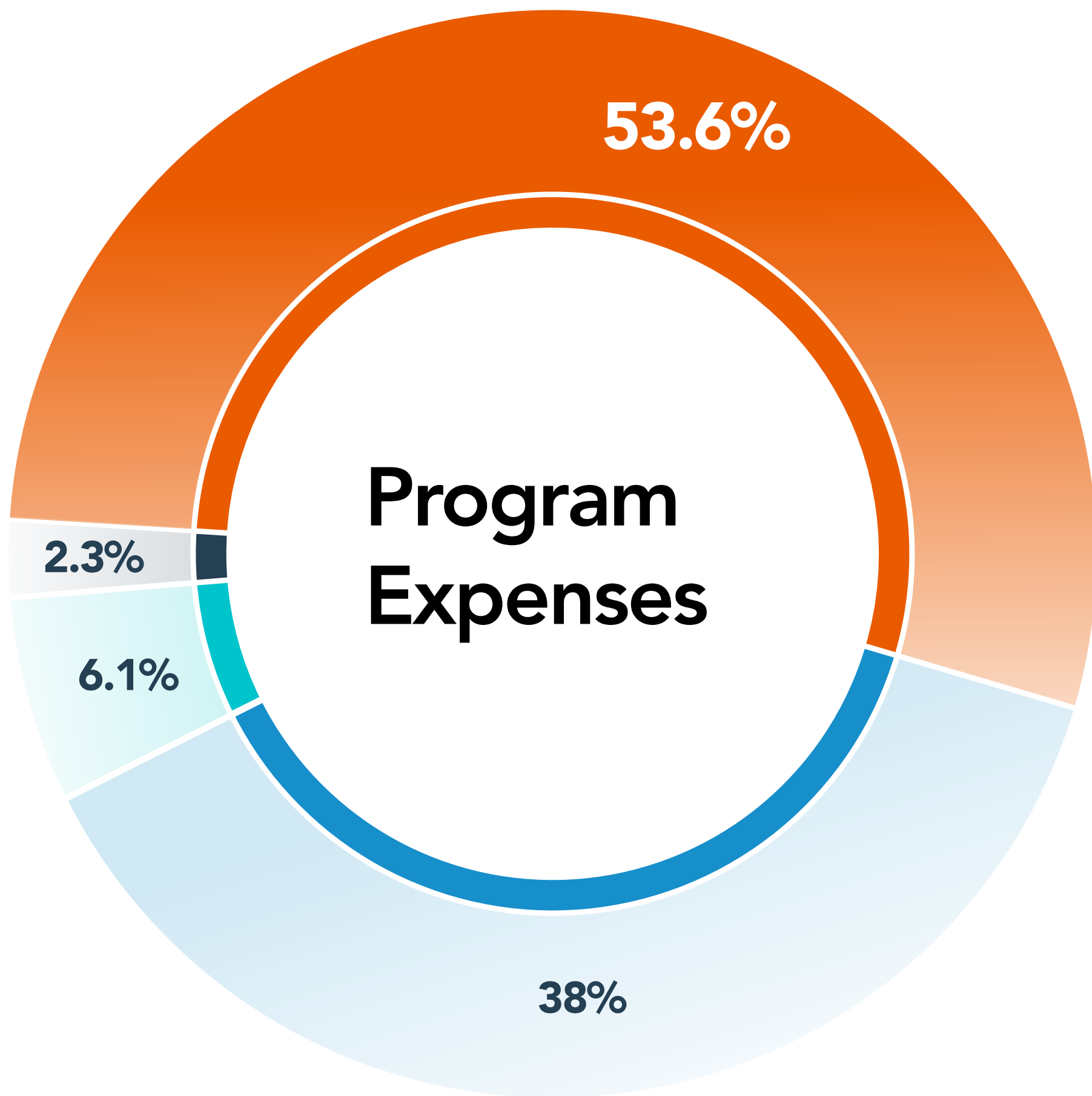
Hope Air programs are designed to maximize impact and efficiency. Through partnerships with airlines, airports, hotels and other providers we make sure that each dollar we receive goes as far as it can. Hope Air is proudly accredited by Imagine Canada, representing the highest level of governance and financial transparency in the charitable sector.

In 2024, 85 cents of every dollar spent by the charity was directed to supporting patient travel.

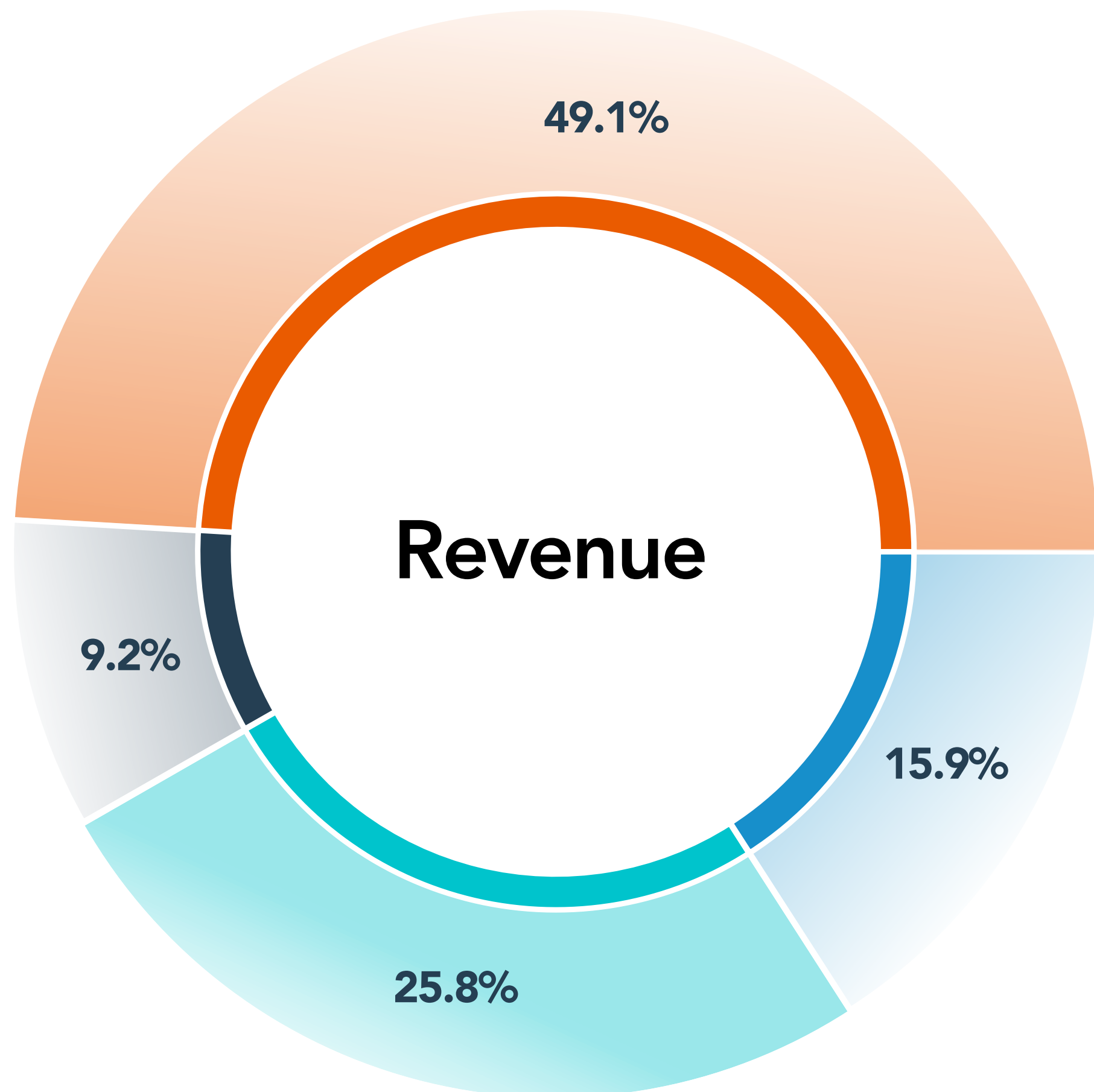
None of this happens without the support of our generous community of grantors, fundraisers and donors. Because of you, Hope Air patients have a place to turn in their time of need.



- 85.2% Programs
- 8.6% Fundraising
- 6.2% Administration



- 53.6% Flights (including VPP)
- 38% Accommodations
- 6.1% Ground transportation and meals
- 2.3% PEI Bridge, Ferry, Gas Program



- 49.1% Government
- 15.9% Corporation
- 25.8% Foundation
- 9.2% Individual





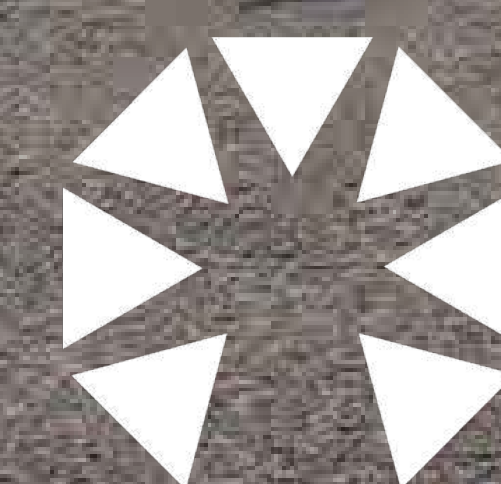
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We acknowledge that we live and work on the  
unceded, traditional territories of many Indigenous  
peoples. We are grateful for the privilege of being  
on lands that these peoples have nurtured since  
time immemorial.

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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.

