Every smile changes the world.
Smile.

We established our organization around this. Now, together, we can change the world.

We are working to fix more than children’s cleft lips and cleft palates. We are working to restore dignity and build global partnerships. We don’t just go on medical missions, we go to villages and clinics and labs and meetings and universities, meeting people and visiting places around the world to improve the lives of children in need. It’s our goal to heal children, share knowledge, foster medical volunteerism, build infrastructure and make a lasting difference. Our inspired volunteers work tirelessly to fulfill a shared vision, to offer children healthier opportunities so they can go to school, so they can thrive…so they can live. With every smile, with every touch, with every effort, with every hope, we are working to change their world. And, perhaps, our own.

Operation Smile
Changing Lives One Smile at a Time
It's been an amazing year. After all the anniversary celebrations, activities, expanded educational programs and series of initiatives that went into our 25th year, culminating in World Journey of Smiles, the largest medical mission of its kind in the world, we can step back and assess the effect it had. First, because of our committed, compassionate volunteers, it wasn’t an outrageous goal; we knew, with hard work, everyone would pull together to make it happen. It took two years of planning, a call-to-action to our Foundations, and the cooperation of the global community, but during ten days in November, more than 1,900 volunteers from 44 countries worked together to change the future of more than 4,000 children.

But the impressive outcome isn’t simply about operating on children during a medical mission, no matter how big it is. Our partner countries are building patient care centers for increased access to care. We are providing advanced medical equipment and materials. We are collaborating with academic institutions and plastic surgery societies. We are offering educational opportunities to in-country professionals and credentialing volunteers in accordance with our own standards of cleft care. We are raising safety standards and improving the quality of care year-round. We are building a legacy and making a lasting difference.

ONE SMILE. TWO SMILES. FOUR THOUSAND SMILES. WE ARE CHANGING THE WORLD.

We firmly believe that all children deserve to live their lives with dignity, and dignity begins with a smile. As we become the global leader in cleft care, we are humbled and grateful for the belief our volunteers have in Operation Smile; it is our shared vision. Imagine the impact we can have—working together—to make this a better world for children.

— Kathleen S. Magee, M.S.W., M.Ed., Co-founder and President
Our Physicians’ Training Program Grew Even Larger

More than 90 healthcare providers from 29 countries traveled to Norfolk in May to participate in Operation Smile’s annual two-week Physicians’ Training Program (PTP), marking the largest PTP to date. This program has been a critical component of our training and education initiatives since 1987 and has trained nearly 800 healthcare providers. PTP gives these providers from our partner countries the opportunity to learn new surgical techniques and to expand their knowledge through lectures, lab rotations, and operating room observation. PTP includes plastic surgeons, anesthesiologists and pediatricians, dentists, and nurses. Thanks to a grant from The Boeing Company, this year’s program expanded even further to include speech pathology participants.

We Opened New Care Centers

November 9 marked the official opening of the Operation Smile Charity Hospital in Hangzhou, China, providing year-round comprehensive care for cleft lip and cleft palate patients and serving as a medical education training center for Chinese healthcare professionals. It is outfitted with three operating rooms, pre- and post-operative wards, state-of-the-art medical equipment, a dental facility, a speech pathology laboratory, closed-circuit video teaching capabilities and a conference center. Two more of our partner countries opened year-round care centers; the Operation Smile circuit video teaching capabilities and a conference center. Two more of our partner countries opened year-round care centers; the Operation Smile circuit video teaching capabilities and a conference center. Two more of our partner countries opened year-round care centers; the Operation Smile circuit video teaching capabilities and a conference center.

We Provided Surgery Aboard the USNS Comfort and USNS Mercy

Operation Smile medical volunteers joined USNS Comfort during its summer 2007 humanitarian civic assistance deployment. Operation Smile volunteers collaborated with the Navy to care for patients aboard the ship in Nicaragua and Peru, and on land in Colombia. In 2008, we again collaborated with the Navy to provide surgery aboard USNS Mercy in the Philippines, Vietnam, East Timor and Papua New Guinea.

Our Collaboration with Partners In Health Brought Us to Haiti

An Operation Smile team of medical professionals collaborated with members of Partners In Health (PIH) to conduct our first medical mission in Haiti, providing 64 new smiles. Partners In Health is a non-profit corporation active in the Caribbean, Latin America, Africa, Russia, and the United States that provides a preferential option for the poor in health care. We look forward to a long-term relationship with PIH in Haiti to continue to bring new smiles, as well as improve the quality of and access to surgical care throughout Haiti’s central plateau.

Our Celebrity Smile Ambassadors Participated on Medical Missions

Billy Bush of “Access Hollywood” joined the October medical mission to Guadalajara, Mexico. Carmit Bachar of The Pussycat Dolls participated in November during World Journey of Smiles (WJOS) in Santa Cruz, Bolivia. Actors Roselyn Sanchez and Eric Winter also joined us during WJOS in Managua, Nicaragua. Vanessa and Donald Trump Jr. were on the medical mission to Chinandega, Nicaragua, where they formed a special bond with a boy named Osman. Actress and Operation Smile spokesperson Roma Downey and producer Mark Burnett, together with their three children, James, Reilly, and Cameron, joined the March medical mission to Amman, Jordan, where they also celebrated the opening of the Roma Downey Life Support Training Center.

Microsoft CorporationPromoted “Sharing Smiles”

The partnership between Microsoft Corp. and Operation Smile helped commemorate our 25th anniversary and celebrate the launch of Windows Live. Microsoft invited its Windows Live community of users, over 400 million strong, to upload pictures of their smiles onto www.windowslive.com. The two-month campaign culminated in a $500,000 donation to Operation Smile.

Our Student Leadership Conference was Held in Ireland

Traditionally held in locations throughout the United States, in July 2007 the 15th annual International Student Leadership Conference took place in Limerick, Ireland, at the University of Limerick. Nearly 400 students from the U.S. and 15 other countries attended. The conference teaches the students the values of leadership, service and volunteerism.

Financial Times Helps Build Awareness

Donated ad placements in the Financial Times raised significant awareness internationally for the organization, with a total value of $1,900,000 this year and more than $4,000,000 since the first placements in 2006.

More than 2,000 volunteers provided 10,868 new smiles to children in 28 countries.
More than 3,400 Medical Volunteers Received Specialized Training
In preparation for World Journey of Smiles, Operation Smile provided more than 42,000 hours of specialized training to more than 3,400 medical professionals in our partner countries. It was another step towards implementing our Global Standards of Care during all medical missions.

WJOS was Endorsed by the American Society of Plastic Surgeons
During World Journey of Smiles, the medical team in Ecuador was joined by American Society of Plastic Surgeons (ASPS) President-elect Dr. John Canady and ASPS Executive Vice President Paul Pomerantz. World Journey of Smiles was formally endorsed by the ASPS, who stated, “Operation Smile has set the standard for international service in surgery, and has mobilized, through its efforts, plastic surgeons in the United States and around the world to treat thousands of children and, thus, ensure independent and enriched lives.”

We Provided State-of-the-Art Medical Equipment to our Partner Countries
Our Global Standards of Care includes a standardization of medical supplies and equipment that is based on the model of care that Operation Smile has perfected in 25 years of performing cleft lip and cleft palate surgeries. State-of-the-art equipment valued at $3.6 million was provided to our partner countries during our 25th anniversary year to ensure that every patient treated by Operation Smile benefits from the same sophisticated equipment, procedures, and highly trained and credentialed medical staff, no matter where they receive care around the world.

Hasbro’s Mr. Potato Heads Joined the Journey
Hasbro, Inc. produced and donated 50,000 Mr. Potato Head plush toys, with a market value of $250,000, which were given to children who came for medical screenings during World Journey of Smiles. In 2006, the company selected Operation Smile to receive $450,000 over three years from Hasbro Children’s Fund, the charitable giving program of the company.

Our World Journey of Smiles was the World’s Largest Medical Mission of its Kind
Operation Smile’s year-long 25th anniversary celebration culminated in November with the World Journey of Smiles (WJOS), 40 simultaneous missions in 25 countries. WJOS took place November 7-16, and was the largest medical mission of its kind. Free physical examinations were provided to 7,414 patients; 4,086 children born with cleft lips and cleft palates received surgeries. The initiative mobilized more than 1,900 volunteers from 44 countries. These volunteers worked together in 40 hospitals, care centers and clinics in 25 countries in Latin America, Africa, the Middle East, Eastern Europe and Asia.

Our DNA Research Project was Launched
Twenty-five Regan Fellows, chosen from plastic surgery residency programs in the United States and abroad joined in our effort to introduce our new research enterprise in cleft genetics. During World Journey of Smiles, DNA samples from 3,014 patients were collected in 15 sites in 11 countries. Instituted by our partners at Yale and working with several universities, the samples will be analyzed and screened with the hope of identifying the genetic markers that differentiate the population of people with cleft lips and cleft palates, trying to find a causal link.

Capitol Hill Briefing Highlights World Journey of Smiles
In Washington, D.C., in December, a briefing was hosted on Capitol Hill by Senators Mary Landrieu (D-LA) and Orrin Hatch (R-UT) to highlight World Journey of Smiles and the significant public-private partnerships that make Operation Smile’s humanitarian work possible. In addition to Senators Landrieu and Hatch, Congressman Trent Franks (R-AZ) also spoke of his experience with Operation Smile in Jordan. Henrietta Holman Fore, Director of U.S. Foreign Assistance, USAID Administrator, presented the President’s Call to Service Award to Co-founders Dr. Bill and Kathy Magee. The award recognizes individuals who complete 4,000 or more hours of volunteer service over the course of their lives.

25th Anniversary Stamp was Produced in Ecuador
Operation Smile Ecuador celebrated the organization’s 25th anniversary with the creation of a commemorative stamp developed by the Postal Company of Ecuador (Empresa de Correos del Ecuador). The Postal Company of Ecuador developed two designs that were officially unveiled during the World Journey of Smiles closing celebration gala in Quito, Ecuador.

We Received a Special Award from UNICEF

Our Global Standards of Care includes a
standardization of medical supplies and equipment that is based on the model of care that Operation Smile has perfected in 25 years of performing cleft lip and cleft palate surgeries. State-of-the-art equipment valued at $3.6 million was provided to our partner countries during our 25th anniversary year to ensure that every patient treated by Operation Smile benefits from the same sophisticated equipment, procedures, and highly trained and credentialed medical staff, no matter where they receive care around the world.

25th Anniversary Highlights

25th Anniversary Stamp

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World Journey of Smiles

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World Journey of Smiles
Our Mission for Safety
It takes more than desire to help children like Lina. Operation Smile has developed and implemented a model of care for children with cleft lips and cleft palates in developing countries using a strong, multidisciplinary team of providers. Operation Smile provides children with safe anesthesia, skilled surgeons and great pre- and post-operative care, supported by advanced monitoring equipment in adherence with our own Global Standards of Care. Safety is our primary focus.

OPERATION SMILE’S STANDARD INTERNATIONAL MEDICAL MISSION IS MADE UP OF A TEAM OF CREDENTIALED MEDICAL PROFESSIONALS FROM AROUND THE WORLD WHO TRAVEL TO OUR PARTNER COUNTRIES TO TREAT CHILDREN DURING A TWO-WEEK PERIOD. Equipment is standardized at every site, and we stringently follow the American Heart Association’s standards for pediatric advanced life support and advanced cardiac life support. On a typical mission, as many as 500 children receive free physical examinations, and 100 to 150 children are surgically treated.

Operation Smile Foundations in our medical mission countries not only support international missions, but more than 75% of our Foundations also organize year-round local programs. Just like the international model, teams of in-country medical volunteers conduct local programs to take care of more of their own children.

Meeting In-Country, Year-Round Patient Care Needs
We also recognize that meeting the needs of children who so desperately need us means doing more than providing safe medical missions. Operation Smile Foundations in every region are investing in building comprehensive care centers in their own countries, allowing us to create significant educational opportunities and increased and continued access to care, services that can’t be offered during a two-week mission.

Juan and Yolanda lived in Bogotá, Colombia, and were expecting a baby in December 1999. They were happy parents, preparing for the baby’s birth and hoping she would share her grandfather’s birthday.

IT WAS NOT TO BE.

Yolanda was rushed to the hospital in mid-November and Lina was born. She was premature and had a cleft lip and cleft palate. To say Juan and Yolanda were shocked is an understatement. But they didn’t blame each other, nor did they question why they were given this child. They simply held each other and cried.

That same day, there was another baby at the hospital who had also come into the world with a cleft lip and cleft palate. They could hear the mother cursing and crying about her child. She ultimately rejected her boy. It was difficult for Juan and Yolanda as they were sharing the same experience and could understand her reaction. Their focus though was on getting help, which is how they found Operation Smile.

PROVIDING CHILDREN WITH QUALITY MEDICAL CARE AND IMMEDIATE, LIFE-CHANGING RESULTS

WEB SITE LINKS
For more about our medical programs, go to: www.operationsmile.org and click on “Medical Missions”
To visit our partner countries’ websites, go to: www.operationsmile.org and click on “Contact Us”
For stories from the field, go to: www.operationsmile.org and click on “Field Journals” under “What We Do”
A good example is in Colombia. Operation Smile Colombia organizes almost 20 local missions in a given year, as well as weekly surgeries in their Centers, treating up to 1,000 patients. They have developed key relationships with government agencies, universities, hospitals and businesses.


The Center for Integral Attention treats children year round who suffer from cleft lips and cleft palates, and provides education and training to medical professionals in the region. It includes an advanced operating and recovery room, and rooms for medical, dental, speech therapy, and psychological consultations. While Operation Smile Colombia has been providing follow-up care to its patients in the form of dentistry, speech therapy, psychology, genetics, and medical consultations for many years, the new facility will allow them to expand their services and provide the most up-to-date cleft lip and palate care.

This year, the number of surgical procedures at the Center increased significantly and it’s now looking at expanding surgeries from two to four days a week. This allows Operation Smile Colombia to treat patients for surgeries that include ear tube placement, scar revision, bone grafts, and cleft lip surgery in older patients.

A Global Impact
It’s not just Colombia that is seeing this kind of change. New care centers have recently opened in China, India, Jordan and Morocco, joining existing centers in Honduras and Vietnam, as well as Colombia. Also, through a partnership with Fazenda Esperança, Operation Smile Brazil is moving forward on plans to build the Operation Smile Hospital in Fortaleza, Brazil. The hospital is expected to open in late 2009.

THERE’S MORE. MANY OPERATION SMILE FOUNDATIONS ARE SENDING VOLUNTEER HEALTHCARE WORKERS TO RECEIVE TRAINING IN THE AMERICAN HEART ASSOCIATION’S PEDIATRIC ADVANCED LIFE SUPPORT (PALS), ADVANCED CARDIAC LIFE SUPPORT (ACLS) AND BASIC LIFE SUPPORT (BLS) COURSES THAT BENEFIT NOT ONLY THEIR PATIENTS, BUT ALSO THEIR COUNTRY’S ENTIRE HEALTHCARE SYSTEM.

One Family’s Continuing Journey
Juan and Yolanda think of their daughter Lina as a blessing, not a burden. They believe she has taught them great life lessons. Lina has been lucky; she received treatment through Operation Smile Colombia and won’t go through life experiencing the malnutrition and physical and psychological pain many children with cleft lips and cleft palates suffer.

In the words of her grateful father, “Operation Smile has given us hope for Lina through medical treatment, surgery, psychology, dentistry, speech therapy, genetics and the special warmness of a wonderful family. What else can we ask, what else can we say, but thank you, thank you and a thousand times thank you.”

FAST FACTS
• 10,868 patients received surgeries last year
• 19,000 patients received free physical exams
• 62% of surgeries are completed during local medical missions conducted year round
• In as little as 45 minutes, one cleft lip surgery can change a child’s life forever
• 4,808 children received free dental exams in Vietnam
• 800 children were given dental treatment in Morocco at the newly opened Care Center and at University of Casablanca weekly dental clinics supported by Operation Smile Morocco
• More than 200 children with severe deformities have been taken to World Care Program countries for complex care
• Care Centers are now open in China, Colombia, Honduras, India, Jordan, Morocco, and Vietnam

Lina in one of her speech therapy consultations at the Bogotá clinic
Our Volunteers

Giving Time And Talent

Dr. Arash Babaoff, 41, a pediatrician who works at Cincinnati Children’s Hospital Medical Center, was part of World Journey of Smiles, the culmination of a year of initiatives commemorating Operation Smile’s 25th anniversary.

“IT WAS WONDERFUL THINKING THAT IN ALL THESE COUNTRIES AROUND THE WORLD, WE WERE WORKING TOGETHER TO MAKE A DIFFERENCE.”

Since 2001, he’s been on 26 missions. He loves to interact with people he says he would never otherwise get the chance to touch. He gets to be a part of a team that helps change kids’ lives and their families’ lives. And he gets to be part of a representative team, an international team that brings goodwill to every site they visit. He says, “It’s like going somewhere and being Santa Claus or Robin Hood. You come in and you do good things.”

Arash remembers the time he was in Addis Ababa, Ethiopia, where there were about 450 kids being given physical exams; a good 420 were candidates for surgery. There was no physical way they could take care of all those kids. One of the hardest things Arash has to do on a given mission is tell the families they can’t have surgery due to the sheer number of people. On this particular mission, it was so hard to be the person to constantly have to say, “I’m sorry, we just can’t do it this time. Please come back next time.”

So he started making 3x5 cards on which he put an Operation Smile sticker and a handwritten note saying, “The person who presents this card was a patient, a priority one or two patient, for whom we were unable to do surgery this year due to the volume of patients. Please offer them the highest priority in the coming mission.” He hoped that during the next mission, these patients would come back and the volunteers would get a chance to fulfill a promise. The next year he went to Jimma, Ethiopia, and a man and his son had traveled from 800km away, bringing with them one of the cards Arash had written. They were so excited to see each other and were able to do the surgery and fulfill the promise and hope in that card. Arash says, “You know, there are few things that feel better than fulfilling a promise and really changing someone’s life. That boy and that father stay in my mind.”

They are the advocates of the children, establishing trust that builds from country to country. During World Journey of Smiles, 1,900 volunteers in 25 countries in 10 days accomplished the amazing feat of changing the future of more than 4,000 children, their families, their communities, their countries and our world. It is a testament to our maturity as an organization and the compassion of the people who work with us that World Journey of Smiles accomplished so much.
U.S. Chapters Raise Funds And Awareness

Operation Smile United States Chapters have offered key support for the organization since 1989. Chapter volunteers work tirelessly to help Operation Smile provide new smiles around the world. Chapters play an instrumental role not only through fundraising, but also in creating awareness throughout the country. Events hosted by Chapters to benefit Operation Smile include galas, golf tournaments and bowl-a-thons. Today, U.S. Chapters raise more than $2 million annually.

Volunteering is hard work, but a lot of fun, and Arash feels great pride in his involvement:

“No matter what I do for the rest of my life, Operation Smile will register as my first international home, where I got a chance to help people abroad and widen my personal and medical circle.”

Get As Much As You Give

Talk to Arash about Operation Smile and it’s hard not to smile yourself. He is so enthusiastic. As a pediatrician, he obviously loves working with kids and with families. He also happens to love learning about different cultures and new languages. He says, “It’s an international community and I feel I can go to most places in the world and I’d have a friend there and one could come wherever I am and they would have a friend. It just brings the world closer together.”

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FAST FACTS

- Operation Smile has one of the world’s largest volunteer networks
- Nearly 4,000 medical volunteers from 56 countries are ready to volunteer their time
- Thousands of volunteers provide logistics support worldwide to make missions possible
- Last year, more than 2,000 volunteers participated on Operation Smile medical missions
- Chapter volunteers create awareness throughout the U.S and raise more than $2 million annually

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PASSING IT ON—SECOND GENERATIONAL GROWTH

Some of what Operation Smile is doing is helping to build in-country volunteer networks. That way, even more children can be treated. When we go into a country, that’s a first-generation effort. When an in-country volunteer network then goes to a different country to offer help, that’s second-generational growth. We are seeing that happen. Operation Smile Vietnam was the first, taking volunteers to Laos for a medical mission in 2006. Operation Smile South Africa is helping children in Madagascar and Swaziland; and Operation Smile Jordan is bringing Iraqi and Palestinian children into their country to provide surgery. It’s people helping people, mobilizing a world of compassion, and Operation Smile is proud to be a part of it.

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HOANG VAN NHAN, 8 MONTHS OLD, WAS BORN WITH A CLEFT LIP.

Worried about his future, his parents, young rice farmers, left their stilt house in the Ha Giang province of Vietnam and traveled 400km over the course of eight hours to the Operation Smile site where Nhan could be evaluated and treated.

They came to the Vietnam-Cuba Friendship Hospital in Hanoi. He’s one of many children who have been treated over the years. In fact, it has been more than 19 years since Operation Smile entered Vietnam and conducted the first International Cleft Lip/Cleft Palate mission in Hanoi in 1989. That laid the groundwork for the program that exists today: a very strong Operation Smile partner country well on its way to self-sufficiency.

Vietnam has the largest multi-faceted Operation Smile program, which includes annual missions, local missions, two care centers, a microsurgery and craniofacial surgery training program, and dental exchanges.

Through tremendous local efforts by Vietnamese volunteers at the Vietnam-Cuba Friendship Hospital, the Military Hospital #108 in Hanoi, the Odonto-Stomatological Hospital in Hue and the National Hospital of Odonto-Stomatology in Ho Chi Minh City, Operation Smile Vietnam’s program has been able to address a huge patient population of approximately 25,000 (including cleft lip, cleft palate, dental, craniofacial patients) since 1989. Yearly, Operation Smile Vietnam treats 2,000 children on average, providing them not only with treatment, but also education on oral health care and dehydration prevention.

Leading By Example In Vietnam

This year, many children and their families are being cared for and educated at the new Operation Smile Comprehensive Care Center in Hue, Vietnam. Based in the Hue Odonto-Stomatological Hospital, the Center is able to treat children year-round who suffer from cleft lips and cleft palates. But it offers more than surgeries; it provides services that include counseling, speech therapy, dental work, regular check-ups and follow-up on a year-round basis. At the same time, the Center is gearing up to train more medical professionals on the latest medical techniques using state-of-the-art equipment. This is all part of our effort to provide patients in Vietnam with a global standard of health care. Approved and supported by Thua Thien Hue People’s Committee and Health Service Department, the Center is expected to provide free treatment for at least 2,000 patients and train about 1,000 medical professionals in different fields every year.
A Global Effort To Improve Patient Safety

We aren’t alone in our effort. Joining medical associations, educational institutions, and Ministries of Health from around the world, Operation Smile is one of nearly 200 organizations, and the only cleft organization, supporting the World Health Organization’s “Safe Surgery Saves Lives” initiative, which includes the WHO Surgical Safety Checklist. The goal of the initiative is to improve the safety of surgical care around the world by defining a core set of safety standards that can be applied globally. Working groups of international experts convened to review the literature, and the experiences of clinicians around the world reached consensus on four areas in which dramatic improvements could be made in the safety of surgical care for patients: surgical site infection prevention, safe anesthesia, safe surgical teams and measurement of surgical services. Operation Smile participated in the global launch ceremony and formally announced the organization’s endorsement of the WHO Surgical Safety Checklist.

A More Promising Future

Six months after his surgery, look at the happy smile on little Nhan’s face. Look at the peaceful smile on the face of his mother. It is her hope—and her husband’s—that Nhan and his five-year-old sister will have greater opportunities in the future. Nhan, whose name means “Ring,” now has a mouth that is finally round and complete, and as his laughter rings out, his grateful mother joins him.

Where Others Simply Point A Finger, We Extend A Hand

Where Others Simply Point A Finger, We Extend A Hand

There’s more. Many Operation Smile Foundations, including Vietnam, are recruiting more volunteer healthcare workers who are being credentialed in accordance with our own standards of excellence in cleft care; this benefits not only their cleft patients, but advances the countries’ healthcare systems. This is an important part of our effort to raise the global standard of care available to children. Active Medical Committees and an increase in credentialed volunteers in our program countries mean there is a greater capacity to operate on more children on their own, strengthen local missions, and expand the volunteer pool that can then travel outside of their borders for international missions. This year, Foundations recruited and credentialed many more volunteers than in any previous year.

Improving Care With Regional Medical Officers

Improving Care With Regional Medical Officers

As raising the level of care and increasing sustainability of our partner countries continue to be our focus, we have increased the number of our medical oversight administrators with new Regional Medical Officers (RMOs). These RMOs, working with multi-disciplinary National and Regional Medical Councils, take charge of medical quality assurance matters by reviewing each mission profile, analyzing medical equipment needs, site preparations, staffing needs and professional credentialing issues. Working in concert with the Chief Medical Officer, the RMOs help us achieve the overall mission goals of Operation Smile by ensuring best possible practices in each region in compliance with our Global Standards. Nearly 50 plastic surgeons and anesthesiologists from 25 countries attended the second Global Standards meeting, held in early 2007.

FAST FACTS

• More than 100,000 children are born each year with a facial deformity in Operation Smile partner countries

• Cleft lip and/or cleft palate occurs in approximately 1 per 500 - 700 births, the ratio varying considerably across geographic areas or ethnic groupings (World Health Organisation International Collaborative Research on Craniofacial Anomalies)

WEBSITE LINKS

For more about the WHO’s “Safe Surgery Saves Lives” initiative, go to: www.who.int/patientsafety/safesurgery/en/
An Education Exchange Through The Physicians’ Training Program

It’s moments like this that make Operation Smile’s annual Physicians’ Training Program (PTP) such a critical component of Operation Smile’s training and education initiatives. Why? Because Mohamad-Iqbal was one of the anesthesia/pediatrics participants who received instructor mentoring in the American Heart Association’s Pediatric Advanced Life Support (PALS) and Advanced Cardiac Life Support (ACLS) courses. PTP gives healthcare providers from Operation Smile partner countries the opportunity to learn new surgical techniques and to expand their knowledge through lectures, lab rotations, and operating room observation. The goal of PTP is to train medical professionals to care for children in their own countries, furthering Operation Smile’s mission of helping its partner countries attain self-sufficiency. The program also provides the opportunity for physicians and nurses from around the world to share valuable medical and cultural knowledge and to observe and receive training on difficult craniofacial cases.

This year was the program’s largest to date, with 91 healthcare providers from 29 countries. Participants included plastic surgeons, anesthesiologists, pediatricians, nurses, dentists and, speech pathologists.

“I REMEMBER A BEAUTIFUL FIVE-MONTH-OLD GIRL NAMED SUHA COMING THROUGH THE DOOR with a huge disfiguring hemangioma on each of her cheeks. They were the size of oranges and the little girl was significantly malnourished.”

So begins 38-year-old Dr. Mohamad-Iqbal Miqdady, attending physician at King Abdullah University Hospital in Jordan and Assistant Professor, Pediatrics and Neonatology Department, Jordan University of Science & Technology. He is also Director of Training at the Roma Downey Life Support Training Center in the Operation Smile Jordan Center. “I still vividly remember the look in Mark Burnett’s (Operation Smile supporter and TV producer) wet eyes; it was a mixture of sadness and determination to help. With a hoarse voice he asked me about her health condition and, after my brief explanation, he said, ‘Please tell Suha’s parents we will take care of her.’ That was a powerful moment that’s difficult to describe.”

“THIS IS AN EXCELLENT PROGRAM; IT BRINGS EVERYBODY UP TO HIGH STANDARDS,” SAYS MOHAMAD-IQBAL. “KNOWING THAT THERE ARE MANY GOOD-HEARTED VOLUNTEERS AROUND THE WORLD IS VERY HUMBLING. AND GETTING TO SEE THINGS ON THE GROUND MADE ME APPRECIATE MORE THE AMOUNT OF INTENSE WORK AND SKILL IT TAKES TO PREPARE FOR A MISSION.”
The little girl who was brought to the mission in Jordan needed medical treatment before she would be ready for surgery.

"After a few months of intensive medical care, Suha has improved tremendously and will be ready for her surgery during the next mission," says Mohamad-Iqbal. "If it were not for Operation Smile, Mark Burnett and Roma Downey’s help, this patient would never have had a chance. Her parents are extremely thankful; they were speechless when they learned their adorable child was being taken care of by a group of highly qualified Operation Smile volunteers. I have yet to share the new photos of Suha with Roma, Mark and their family…I hope I will see their ‘delightful tears’ this time."

"When I got involved with the educational part of Operation Smile, I started facilitating, and later on teaching the life support courses for volunteers here in Jordan,” explains Mohamad-Iqbal. “The opening of our own life support training center is a huge achievement. It will definitely impact our community positively and enhance the level of provided medical care.”

THE NEW OPERATION SMILE JORDAN CENTER WILL PROVIDE YEAR-ROUND CARE WITH A SCREENING AND POST-OPERATIVE CLINIC, A SPEECH THERAPY CLINIC, AND TWO ADMINISTRATIVE OFFICES. THIS BUILDING AND WHAT IT PROMISES SHOWS HOW ESSENTIAL A COMMITMENT TO CONTINUING EDUCATION IS TO OPERATION SMILE’S MISSION OF HELPING COUNTRIES ACHIEVE SELF-SUSTAINABILITY SO THEY CAN TAKE CARE OF THEIR OWN CHILDREN.

Help And Hope For A Little Girl

The little girl who was brought to the mission in Jordan needed medical treatment before she would be ready for surgery. "After a few months of intensive medical care, Suha has improved tremendously and will be ready for her surgery during the next mission," says Mohamad-Iqbal. "If it were not for Operation Smile, Mark Burnett and Roma Downey’s help, this patient would never have had a chance. Her parents are extremely thankful; they were speechless when they learned their adorable child was being taken care of by a group of highly qualified Operation Smile volunteers. I have yet to share the new photos of Suha with Roma, Mark and their family… I hope I will see their ‘delightful tears’ this time.”

FAST FACTS

- Operation Smile partners with the following leading medical teaching institutions: American Heart Association, Chang Gung Hospital and University, Children’s Hospital of Philadelphia, Duke University, George Washington University, The Hospital for Sick Children, University of Toronto, Old Dominion University, Penn State University, Southern Illinois University, University of Maryland, University of Rome, University of Southern California and Yale University.
- Since 1987, nearly 800 international medical professionals have participated in the Physicians’ Training Program in the U.S.
- Operation Smile is the only organization authorized by the American Heart Association to function as an International Training Organization.
- Medical professionals trained last year:
  - PALS: 214 from 10 countries
  - ACLS: 210 from 8 countries
  - BLS: 1,141 from 21 countries
  - Critical Nursing Skills Training: 602 from 14 countries

WEBSITE LINKS

For more about our education programs, go to: www.operationsmile.org
Click on “Education Programs” and visit:
- Special Programs
- Elimination
- University Partners
- Mission-based Education
- Life Support Training
- Fellowships

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"WE’RE A FAMILY-RUN BUSINESS AND SO IS OPERATION SMILE," SAYS WESLEY VULTAGGIO, 27, CREATIVE DIRECTOR AT ARIZONA BEVERAGE COMPANY. "WE HAVE THE SAME KIND OF MINDSET. WE STARTED FROM SCRATCH AND WE REALLY BELIEVE IN OUR BRAND, IN OUR CAUSE. IT FITS. WHEN PEOPLE SEE THE ARIZONA TRADEMARK, WHEN THEY FIRST BOUGHT THAT BIG CAN IN 1992 WITH THE BOLD GRAPHICS, IT MADE THEM SMILE. THAT KIND OF TRANSLATES TO OPERATION SMILE—THAT’S WHAT THEY'RE TRYING TO DO, GIVE PEOPLE BACK THEIR SMILES."

Since 1993, Abbott Fund and Abbott have donated more than $4 million in product and in-kind donations, and nearly $500,000 in cash donations, to support Operation Smile and its work around the world. In-kind donations include provision of sevoflurane, the Abbott anesthesia product used in all Operation Smile international medical missions, key medical supplies such as IV fluids and catheters, and pediatric medical equipment and pharmaceuticals that are used in cleft lip and cleft palate surgery. Through Abbott Fund's support, Operation Smile’s Pediatric Advanced Life Support/Advanced Cardiac Life Support program has been able to purchase needed training equipment and to train hundreds of medical professionals in critical life-saving techniques.

The Atlantic Philanthropies was the lead sponsor of World Journey of Smiles, Operation Smile’s initiative that helped more than 4,000 children in 25 countries in November 2007 and laid the foundation of sustainability for the future. Their generous gift of $6 million made in January 2007 allowed Operation Smile to formally launch the nearly year-long preparation process for World Journey by providing the funds needed to purchase vital medical equipment and supplies for the 40 planned sites. The Atlantic Philanthropies is dedicated to bringing about lasting changes in the lives of disadvantaged and vulnerable people, and its grant-making programs are strategically focused to have an impact on critical social problems related to older adults, children, people with little or no access to health care, people who are being denied basic human rights, and people struggling to live in peace with their neighbors.

Corporate Involvement. Personal Commitment.
Global corporate philanthropy is a big deal these days. As more and more companies harness their power to change our world, as they see the good it does for their cause, their employees, and their bottom line, the better for all of us. At Operation Smile we continue to develop awareness and outreach with the dedication and support of our corporate partners. But at Operation Smile, our corporate partners are so much more than just business partners – they are friends, advocates and volunteers. Through donations, both cash and in-kind, employee involvement initiatives and long-term support, they allow us to continue to improve the lives of children in need all over the world. As we continue to build resources for corporate involvement, we lengthen our reach to help children in the farthest corners of the globe.

We are grateful to all of our corporate supporters and want to share just a few examples of how they help Operation Smile make a difference.
Victoria Jackson renewed her commitment to Operation Smile last year by selecting the charity for a direct-sales partnership with Victoria Jackson Cosmetics. Across the country, Victoria Jackson representatives set up special Operation Smile booths in front of high-traffic stores and businesses to sell products from her newest line of cosmetics. Five percent of the suggested retail price of all Victoria Jackson Cosmetics sold until November 2008 goes directly to Operation Smile’s global efforts. To date, more than $175,000 has been raised.

What Giving Looks Like

This is what happens when generous donors step up and make a difference. Children like Divith from Cambodia, treated during World Journey of Smiles, can look forward to a happier, healthier future. With every donation this year, giving individuals, corporations and foundations allow us to provide medical care, education and improvement in healthcare and healthcare systems throughout the world.

FAST FACTS

- Operation Smile receives donations from individuals, corporations and foundations
- Operation Smile received $36.6 million in contributed supplies and services last year
- Since 2001, Operation Smile has been a member of the “Forbes 200” annual survey of the largest charities
- You can give a gift to Operation Smile through your will, living trust, retirement plan or life insurance policy
- The Direct Marketing Association’s Nonprofit Federation awarded Operation Smile with its 2008 Nonprofit Organization of the Year Award

No matter how big or small, every donation we receive helps us mobilize a world of compassion to heal more children. Thank you on behalf of all of the children we have helped together.

WEBSITE LINKS

For ways to support Operation Smile, go to: www.operationsmile.org and click on “How to Help”

To make a monetary donation to Operation Smile, go to: www.operationsmile.org and click on “Donate”

For information about making an in-kind donation to Operation Smile, go to: www.operationsmile.org and click on “Make In-Kind Contribution” under “How to Help”

SwimWays

SwimWays, a leading manufacturer of outdoor recreational products, believes that if a dolphin can smile, so should every child in the world. Beginning in January 2007, SwimWays’ Swim Steps products—a line of swim aids for children ages 9 months to 9 years—hit retail shelves in new packaging that highlights Operation Smile’s life-changing humanitarian work. SwimWays is donating 2% of the gross sales of all Swim Steps and Safe T. Seal products directly to Operation Smile, and presented a check in October 2007 for $170,000. The entire product line features Operation Smile’s mission and displays images of children who have been helped by the organization. So far, SwimWays has raised more than $300,000 for Operation Smile.

Citi

Citi has supported Operation Smile since 1990 with more than $2 million in cash and in-kind donations and has been instrumental in ensuring many successful medical missions around the world. In addition to crucial financial support, Citi has provided their employees the opportunity to volunteer at Operation Smile sites, to serve on international Operation Smile Boards of Directors and has implemented workplace giving programs at some of their facilities. The Citi Foundation has helped fund mission sites, supported education and training programs in more than half of our partner countries, and has provided donated space for some Operation Smile offices. Citi’s employees are frequent volunteers during Operation Smile medical missions and provide valuable services such as serving as translators between patients and medical team members.

Johnson & Johnson

For more than 20 years, Johnson & Johnson has donated more than $3 million in product and in-kind donations and nearly $700,000 in cash donations to support Operation Smile and its work around the world. In-kind donations include provision of sutures used in all Operation Smiles’ international medical missions, and key supplies such as pharmaceuticals used in cleft lip and cleft palate surgery.

Johnson & Johnson

Citi employees at the Bogotá, Colombia World Journey of Smiles mission site

SwimWays

David Arias, President of SwimWays, presents a check to Operation Smile Co-founders Dr. Bill and Kathy Magee

Citi Foundation

Citi employees at the Bugá, Colombia World Journey of Smiles mission site

WEBSITE LINKS

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“In Vietnam there was a kid named Dung,” begins Devan Griner, 30, a third year resident in a general surgery program in Wilmington, North Carolina. “I was 16 and he was 11. When Dung was about three years old, he was sleeping in a mosquito tent outside when a lantern fell down and burned him on his chest and neck. He tried to push it off and burned his hands really badly.” Devan continues, “I followed him into surgery, which had a very dramatic change in him, and I was by his bedside the whole time. By the end of the mission, it was really hard to say good-bye.

HE’S THE ONE WHO STANDS OUT IN MY MIND.”

That was Devan’s first mission. And it was “life-changing, absolutely life-changing.” He was so moved by his experience, he started the first Operation Smile student club at his school, Skyline High School in Salt Lake City where he grew up. In fact, he was pivotal in creating an entire network of clubs throughout Utah and beyond. Devan says, “Operation Smile is such a good cause, it sells itself. Everybody wanted to be involved in it.” His leadership helped boost our student involvement into one of the largest student volunteer bases in the world.

They Are The Future
The future is in the hands of our youth. That’s why we work so hard to provide educational opportunities and make such an effort to show students throughout the world the impact they can have on children in need. In fact, thousands of students from more than 500 elementary school, middle school, high school, college, university and medical school student clubs across the world are out there working as Operation Smile volunteers to improve the lives of children and their families. They raise an estimated $1.2 million annually for Operation Smile. Since the Student Program began in 1985, hundreds of students have also participated in medical missions to countries including Brazil, Cambodia, Honduras, Jordan, Kenya, the Philippines, and many others.

Mission Training Workshop
Our bi-annual Mission Training Workshop trains students to effectively teach oral rehydration therapy, burn care and prevention, proper nutrition and dental care to families and patients during Operation Smile international medical missions. The students trained will participate in international medical missions taking place the following year.

International Student Leadership Conference
Our 2008 International Student Leadership Conference was held at San Diego State University in California. More than 350 students representing 17 countries attended. Annually, it offers students an overview of Operation Smile’s work around the world and teaches them how to be leaders, learning confidence, public speaking, fundraising, and club organization. Goals are to educate teens on the value of service to the community and to help them establish a lifetime of giving to others. Students participate in team-building activities, compete in field games and complete a service project for future Operation Smile patients. A favorite event is the “International Party” where the international students display their cultures through costume, dance and representative items from their countries.

FAST FACTS
- Thousands of students take part in 500 Clubs in elementary, middle, high schools, colleges, universities and medical schools around the world
- Student programs began in 1985 and raise more than $1.2 million annually
- The Operation Smile Jordan Student Club was awarded the 2007 Outstanding International Club of the Year
- In 2008, the award for Outstanding International Club of the Year was given to the Operation Smile Ireland Student Programs and to Atlantic College in the United Kingdom
University Programs
After high school, Operation Smile University Clubs provide college students an opportunity to serve and build leadership skills, while also leaving a lasting mark on their local and global communities. These college students have the opportunity to participate in a university partnership program to complete service projects. This year students worked in Mexico and Paraguay. Currently, more than 100 University Clubs are registered with Operation Smile.

Changing The World, One Student At A Time
The large student volunteer base is a unique aspect of Operation Smile. Few charities provide students the opportunity to be so intimately involved in the organization and to see the immediate impact of their efforts. And no other charitable organization has such a large student presence. The Operation Smile Student Program differs from other leadership programs in that it not only offers leadership opportunities and training, it also provides a vehicle for students to make a real and tangible impact in the world.

Coming Full Circle
As Devan pursues his work to become a pediatric plastic surgeon, he reflects on when he first started volunteering with Operation Smile as a teen: “Operation Smile is so unique that they have an organized Student Program. And they mix it with leadership. They mix it with experience. It teaches kids to be selfless rather than selfish. That can only make them better people, make society a better place, make the world a better place.”

“The direction Operation Smile put in my life, and the way they changed my outlook on life and people... You know, I could give them every day of the rest of my life and never repay them.” He pauses, and then says, “My kids will be involved in it. I’m so glad I got involved in it. In my mind, it’s the perfect volunteer and charitable organization.”

WEB SITE LINKS
To learn more about our Student Programs, go to: www.operationsmile.org and click on “For Students”
Look for Operation Smile on Facebook, MySpace, and YouTube

A world of compassion begins on a Tuesday afternoon in Ward C.

It starts with a look. A grin. A connection. Operation Smile believes every child deserves to live life with dignity and hope. That’s why our volunteers work worldwide to repair childhood facial deformities, create global partnerships, and build infrastructure that supports a world of compassion.

Be a part of that world.
The compassion. The education. The resources. Operation Smile is working hard to support our partner countries in their efforts to become self-sustaining. By providing life-changing surgery for children and families, educating in-country healthcare providers, and building comprehensive care centers, together we are making a global impact that lives well beyond our medical missions.
2007 & 2008 Medical Programs

During our 2008 fiscal year, Operation Smile volunteers around the world provided new smiles to 10,868 children. More than 62% of these surgeries were provided by in-country volunteers during local medical missions.

INTERNATIONAL MEDICAL MISSIONS

Based on the Operation Smile international medical mission model, teams of in-country medical volunteers conduct local programs to take care of more of their children year-round. During the 2008 fiscal year, local programs were conducted by volunteers at 90 sites in 22 countries, providing full physical examinations to 10,974 and free treatment to 6,725 children.

Between July 1, 2007 and June 30, 2008, teams of 2,041 international medical volunteers conducted 41 medical missions at 37 different sites in 19 countries, providing full physical examinations to 8,026 patients and free surgical treatment to 4,143 children and young adults.

**Missions**

<table>
<thead>
<tr>
<th>Country</th>
<th>Patients Treated</th>
<th>Physical Exams</th>
<th>Treated Exams</th>
<th>Size</th>
</tr>
</thead>
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<tr>
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<td>443</td>
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<tr>
<td>Brazil</td>
<td>332</td>
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<tr>
<td>Cambodia</td>
<td>388</td>
<td>783</td>
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<tr>
<td>China</td>
<td>897</td>
<td>1,414</td>
<td>2,225</td>
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<tr>
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<td>Egypt</td>
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<td></td>
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<td>10,888</td>
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**Local Medical Missions**

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<th>Physical Exams</th>
<th>Treated Exams</th>
<th>Size</th>
</tr>
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<td>26</td>
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<td>70</td>
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<tr>
<td>Brazil</td>
<td>Barbalho, Curitiba, Fortaleza, Santana</td>
<td>121</td>
<td>266</td>
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<tr>
<td>China</td>
<td>Fengxia, Guangzhou, Lin Cang, Nanjing, Zhengzhou</td>
<td>235</td>
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<tr>
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<td>Ecuador</td>
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<td>TOTAL</td>
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**Country** | Patients Treated | Physical Exams | Team Size |
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<td>July 2007</td>
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<td>August 2007</td>
<td>Urumqi</td>
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<td>Fortaleza</td>
<td>November 2007</td>
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<td>Cambodia</td>
<td>Phnom Penh</td>
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<td>Vietnam</td>
<td>Ho Chi Minh City</td>
<td>November 2007</td>
<td>159</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td>4,143</td>
</tr>
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A SMILE IS FELT THE WORLD OVER.

Imagine what happens when thousands of children beam brightly, smiling with the knowledge that they now, at last, have a better future.

THE WORLD IS CHANGED.

You can be a part of this transformation. Without help, these children will suffer, physically and mentally. We know this. We also know they can shine, but to do it, they need help. Our help.

YOUR HELP.

Be moved to help us make a difference. And be a part of our world of compassion.

TO DONATE PLEASE GO TO operationsmile.org
Mobilizing a world of compassion to change children’s lives, beginning with a smile. Together, we create smiles, change lives, heal humanity.