



30 years in Africa Just getting started

Mercy Ships Canada 2020 Annual Report



Mission

Mercy Ships follows the 2,000-year-old model of Jesus, bringing hope and healing to the world's forgotten poor.



Vision

Mercy Ships uses hospital ships to transform individuals and serve nations one at a time.



Values

Following the model of Jesus, we seek to:
Love God.
Love and serve others.
Be people of integrity.
Be people of excellence in all we say and do.

Impact

In 1990, Mercy Ships turned our attention to sub-Saharan Africa where **nearly 93% of the population lacks access to safe, affordable, and timely surgery.** Since then, Mercy Ships has conducted 47 field services in 13 African countries, most of which are ranked by the United Nations Development Index as the least developed in the world.

Mission Vision Values

Dear Friends,

This year has been a historical experience for all of us. The global effects of COVID-19 have touched almost every person and brought to light the importance of healthcare like never before.

Hope and healing through our hospital ships has been the mission of Mercy Ships for over 40 years — with a particular focus on serving those whose need is most prevalent, “the bottom billion.” Economist Paul Collier uses this term regarding the one billion people who live in low- and middle- income economies, with most found in communities in sub-Saharan Africa.

Mercy Ships has focused our attention on individuals needing surgery as well as strengthening the healthcare infrastructure in our partner host African nations. Thanks to the faithful support of friends and partners like you, those suffering from painful, disfiguring, and often-preventable diseases have been able to find the healing they so desperately needed and many more are waiting.

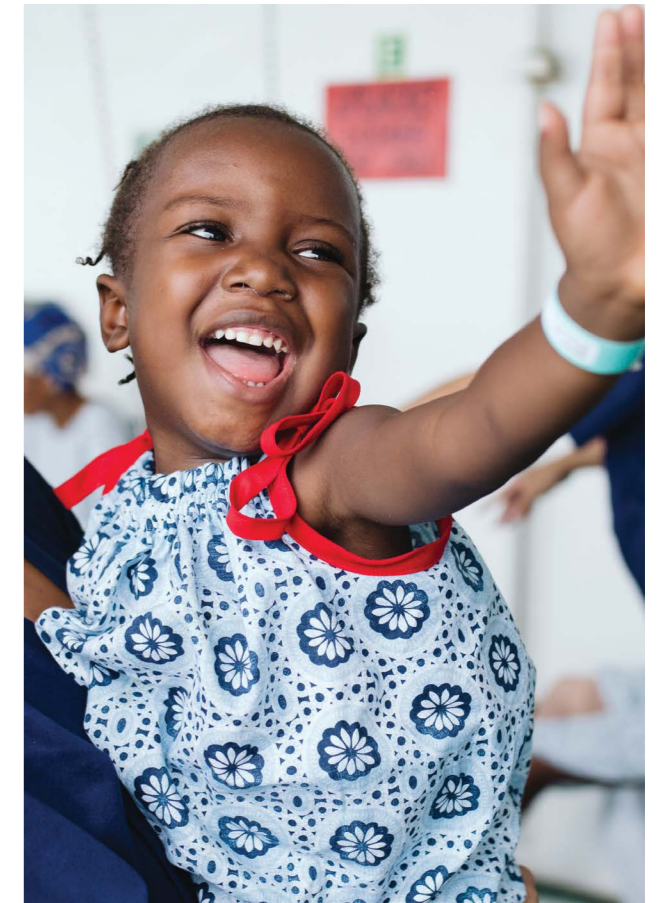
We believe that, together with the nations we serve, we have the potential to make a difference in the lives of thousands, not only in the immediate future, but for decades to come! And with the arrival of our new custom-built hospital ship, the *Global Mercy*, our capacity to provide free surgery and medical training will more than double.

We hope as you continue to read all that has been accomplished during 2020, you are inspired by the people whose lives have been forever changed.

As we embark on this new year, we want to say thank you to our family of partners, supporters, and volunteer professionals, who have dedicated their time and resources to bring hope and healing where it's needed most. We could not do this life-changing work without you.

Following the model of Jesus

Don Stephens
 Founder



Above: Tene onboard the *Africa Mercy*. Below: Mercy Ships surgeons operate on a patient.

Thanks to the support of friends like you, those suffering from painful and preventable diseases have found the healing they desperately needed.

A letter from the Chair of the Board

I want to acknowledge and honour the commitment of our volunteers, donors, partners, Board members and vendors to our mission to bring hope and healing. Your ongoing support and contribution enable our shared service together to flourish even in the challenging season of COVID-19.

Mr. John Treleaven, our past Chair, and Board members Sarah Gauen and Andrew Clark completed their service in 2020. The efforts of these individuals exemplify our desire to invite more Canadians to join us in our work and we are grateful for their leadership.

I also want to express special thanks to Darryl Anderson, Executive Director and all the Mercy Ships Canada staff who worked together to further our mission and support volunteer crew during the duration of the global pandemic in 2020.

Following the 2000-year-old model of Jesus has allowed us to have a significant impact in 2020 and beyond.

The COVID-19 pandemic shortened the Senegal 2020 field service and our vessel's return to service. In total 43 Canadian volunteers served in 2020. The dollar value of Canadians who volunteered their professional services was \$471,088.

Mercy Ships Canada facilitated the secondment of a staff member to be a vital part of the Mercy Ships Liberia Country Engagement Team. Annick Sylvestre worked in country to help prepare the host nation and Mercy Ships for upcoming field service. Another Canadian team member, Sandy Hewitt, was a volunteer and then on secondment as the Senior Pharmacist who cared for the crew while the *Africa Mercy* was in Senegal and in the shipyard. Sandy Hewitt also contributed significantly to the preparation for the return to field service and tasks related to organizational readiness for the *Global Mercy*.

A 2020 programs highlight for Mercy Ships Canada included the YAG Laser Eye Equipment Project made possible with the generous support of the Rotary Kitchener-Conestoga Club.

As I write these lines, our country (like the entire planet) has faced an unprecedented health crisis. More than ever, we realize the importance of having access to quality health services. I also applaud all the health care workers who helped ensure our collective safety. My special appreciation goes out to the frontline workers, Mercy Ships alumni and members of the Canadian military reserves who risked their health and even their lives to care for their neighbours.

Mercy Ships Canada acknowledges the deep compassion and support of all our partners in our collaborative efforts to transform lives. On behalf of our Board, I offer a heartfelt thank you!

Yours sincerely,

Alain-Michel Sékula

**Alain-Michel Sékula MBA, CMC,
Colonel (Honoraire) FAC-CAF**
Board Chair, Mercy Ships Canada



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Above: An orthopaedic patient receiving treatment for clubfoot.

A word from the Executive Director

While a global pandemic might not seem like the ideal time to become the Executive Director of a charity, I feel incredibly blessed to have assumed the role for Mercy Ships Canada in 2020. Why? Because the volunteers, donors, staff, Board members and partners consistently dedicate their time, expertise and financial support and prayers to bring hope and healing. I do not take this philanthropic spirit for granted. Instead, it is something Mercy Ships Canada must prayerfully nurture, steward, and harness to benefit the people in Africa.

In 2020, the Board's mandate was to work collaboratively across Mercy Ships, with our staff, partners, donors, and volunteers to:

- Mobilize French and English speaking Canadians to volunteer their service onboard the m/v *Africa Mercy* and m/v *Global Mercy* as the second hospital ship prepares and enters into service;
- Build organizational capacity for increased national donor momentum and revenue growth, including the value of the contributed services of the Canadian volunteer crew;
- Foster a thriving performance-based accountable organizational culture that is consistent with the unique Christian vision, mission and values of Mercy Ships;
- Refine and strengthen the financial, risk management and administrative capacity of Mercy Ships Canada.

I wish to express my deepest appreciation to all staff who served with Mercy Ships Canada in 2020. Each individual made a significant personal and professional sacrifice as we learned how to work remotely, care for our volunteer crew, donors and other team members to fulfil our goals.

The Board of Mercy Ships Canada has placed a strong emphasis on delivering results. The highlights in the 2020 Annual Report demonstrate that partners like you have helped us create a much stronger organization. We are grateful that in the season of COVID-19, you have entrusted us with the stewardship of financial resources and volunteer talent. Even with the pandemic challenges, we are well positioned to make a lasting impact through the work of the *Africa Mercy* and the arrival of a new purpose-built hospital ship, the *Global Mercy*.

Thanks, everyone, for the critical role you play in our collective efforts to serve the most vulnerable through medical capacity building, surgical care, and program activities. As we continue on our journey to a stronger future, I am humbled and honoured that you have chosen to join us as a partner, supporter, friend or staff member of Mercy Ships Canada.

Thanks again for blessing us with your support so we can bless others in great need.

Yours sincerely,

Darryl Anderson

Darryl Anderson
Executive Director, Mercy Ships Canada



Why we do what we do

The Lancet Commission on Global Surgery identifies that 16.9 million people die each year from a lack of safe surgery. That is more than three times the annual number of people who die from HIV, Malaria, and TB combined.

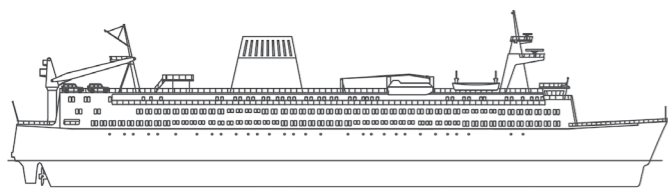
In addition, billions of people experience chronic pain, financial catastrophe, and social stigma because of injuries and disfigurements that surgery could fix. There is an urgent need for significant growth in surgical capacity and training. This is the surgery crisis.

How we work

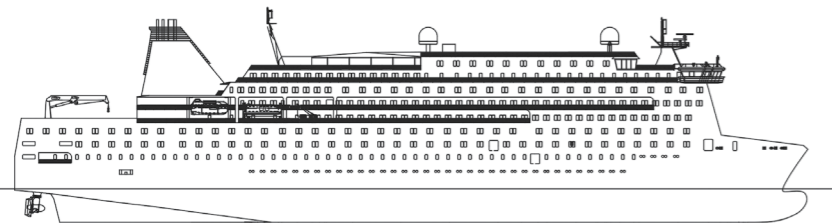
Mercy Ships is a faith-based international development organization that deploys teaching hospital ships to some of the poorest countries in the world, delivering vital, free medical care to people in desperate need while training local healthcare professionals and strengthening local healthcare systems.

Our ships are the most efficient way to bring a state-of-the-art hospital to regions where clean water, electricity, medical facilities, and personnel are often limited or non-existent. Instead of trying to build the facilities we need, we can provide a safe, stable, fully outfitted teaching hospital to bring lifesaving and changing surgery for thousands of people in need.

Our Ships



The Africa Mercy



The Global Mercy

Mercy Ships works to empower local healthcare systems and professionals to care for their own people. This is why we place medical capacity building (MCB) at the heart of all we do.



- The Africa Mercy hospital:**
- 5 operating theatres
 - 80 patient beds including: recovery, intensive care, and low dependency wards
 - Draft 6.0m
 - Length 152m
 - Breadth 23.7m
 - Gross Tonnage 16,572
- The Global Mercy hospital:**
- 6 operating theatres
 - 102 acute care beds
 - 7 ICU/isolation beds
 - 90 self-care beds
 - Draft 6.1m
 - Length 174m
 - Breadth 28.6m
 - Gross Tonnage 37,000



Above: A volunteer holds a cleft lip patient.

Our Crew

Our ships are crewed by volunteers from over 60 nations, with an average of over 1,300 volunteers joining our mission each year. Canadian volunteer crew members also raise funds for Mercy Ships Canada. This fundraising helps Mercy Ships Canada to cover costs, such as crew travel expenses and monthly crew fees for room and board on our vessels and allows our supporters' donations to go even further.

While our ships are in port, local professionals are recruited from African nations to help deliver our projects. Our patients and programs benefit from the experience and skills of these local volunteers, and a few go on to join the crew full time.

In 2020, Mercy Ships rose to the challenging circumstances of the year and adapted our model to support crew, including waiving crew fees and assisting with crew repatriation for those needing to travel home from the ship due to COVID-19.



Feeding 450 volunteers and 65 patients onboard the Africa Mercy every day is hard work. Chef Serge Nzembe (from the Democratic Republic of Congo) and his team ensure that everyone is fed and happy.

"My passion and pleasure is to serve food to our lovely and amazing crew onboard."

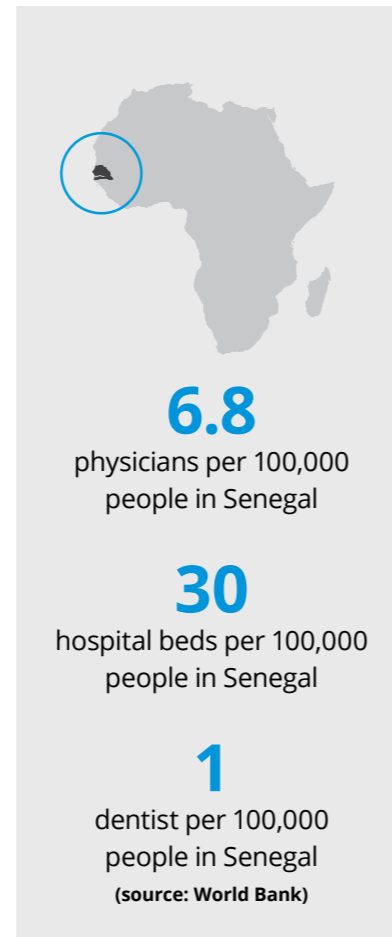


"Growing up in Cameroon, I wondered how I could serve the people of Africa. I joined the Africa Mercy in December 2017. My responsibilities include maintaining the air conditioning units, oxygen supply to the hospital, system maintenance, and plumbing. I am happy to be part of the Engineering Team."

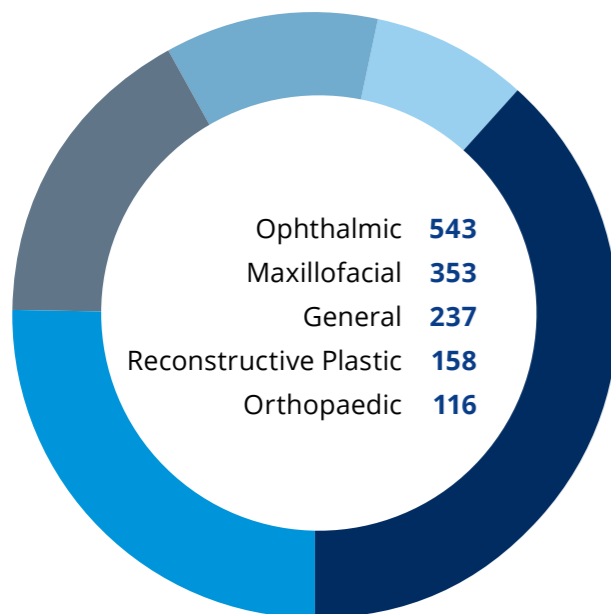
Senegal Field Service 2019–2020

The Senegal 2019-2020 field service held great significance for Mercy Ships — it was our first time back to serve the people of Senegal since 1994. While our field service was cut short due to the COVID-19 pandemic, good progress was made during the eight-month stay in Dakar. In fact, we were able to meet or exceed the agreed upon goals for the field service. For 30 years, Mercy Ships has been dedicated to Africa. Mercy Ships was there before the pandemic, we're there during and, with your help, we'll certainly be there long after.

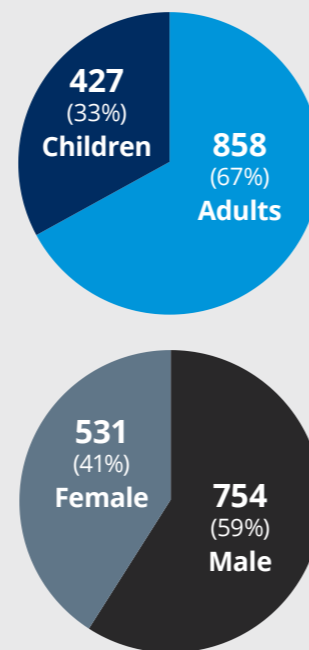
The following graphs depict the total numbers from our service in Senegal.



1,407 total surgeries Surgeries by speciality

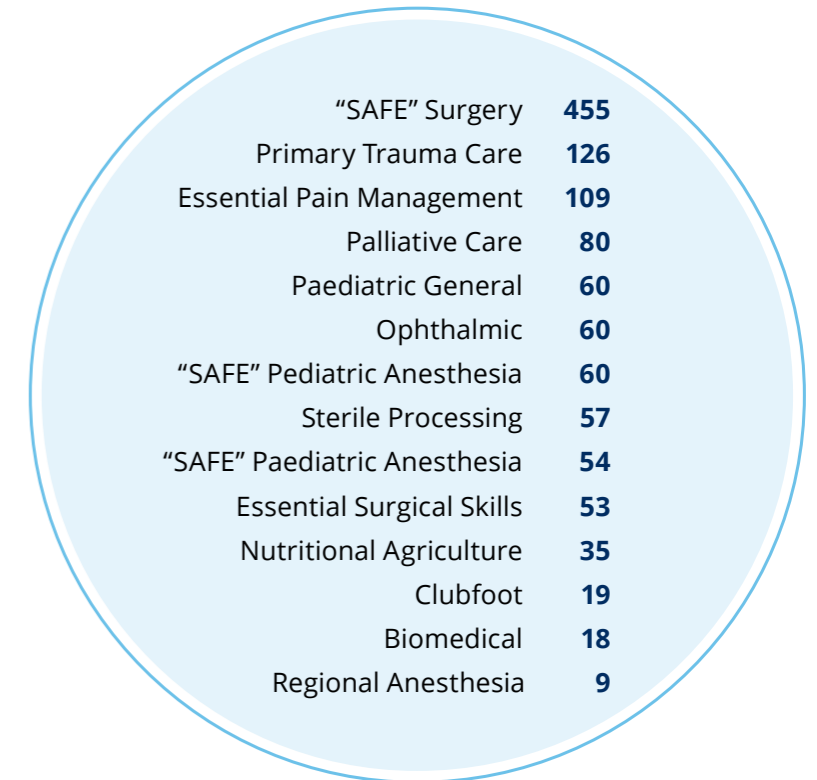


Surgical patients

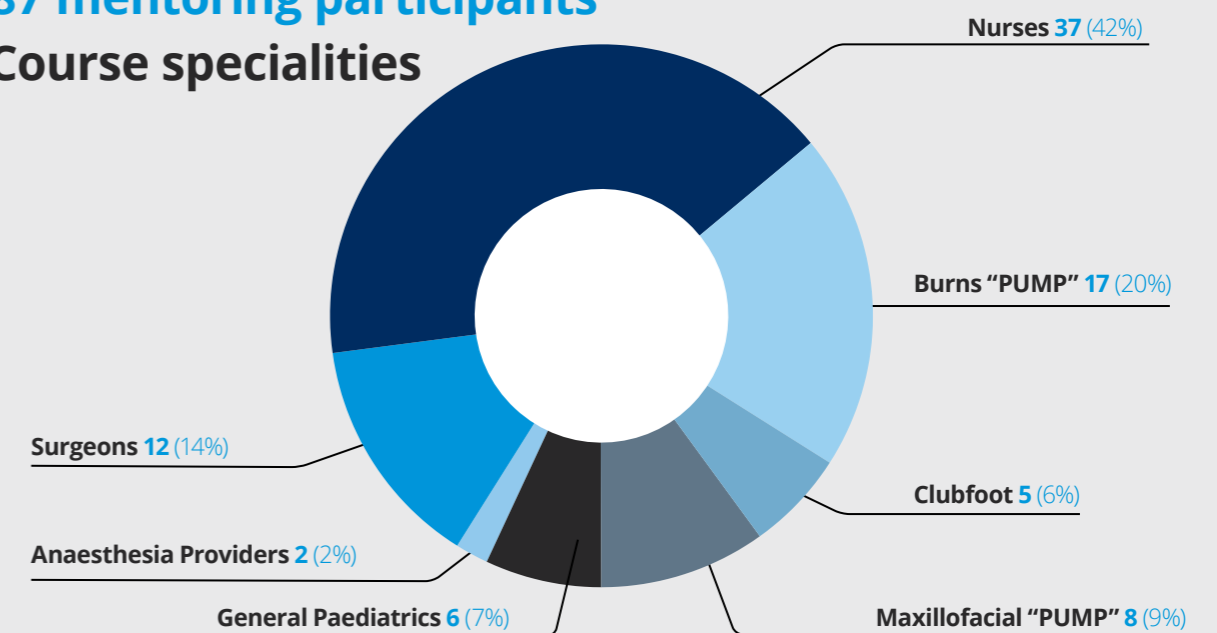


1,199 healthcare professionals trained Courses presented

At Mercy Ships, we believe we have been called to help strengthen the healthcare systems of the countries we serve. In an effort to create sustainable change, we offer multiple training and mentoring courses to local medical professionals providing education and information for safe, effective healthcare. Our many mentoring and education projects are implemented as part of a holistic strategy called the Partner Unit Mentoring Program (PUMP). Many participants in our various programs continue to share their knowledge with their own communities resulting in a forwarding of skills and creating a legacy that can last for generations.



87 mentoring participants Course specialities





Above: Mariama after her surgery.

Smiling into the future

In the developed world, a cleft lip/palate would be identified prenatally on an ultrasound and repaired before the child was 6 months old. In developing nations where healthcare is out of reach for millions of people, this is not the case.

A cleft lip/palate is not only disfiguring, but can also be life-threatening. By preventing an infant from feeding properly, the condition can be fatal, despite a mother's desperate efforts. If an infant survives, they face a lifetime of mockery and ridicule. The good news is that a cleft lip/palate can be fixed with a simple surgery.

The following are stories about some of our wonderful patients who were able to find healing this year thanks to our friends and partners.

“I give thanks to God first, and I am very grateful to Mercy Ships. I’m happy. Thank you!”

Mamadou, Mariama’s father

Mariama’s story

Mariama is a lively and healthy baby, but a severe facial cleft strained her joyful smile. This facial cleft affected 7-month-old’s lip and nose, making it difficult for her to eat and causing her parents to worry about their child’s future.

Since paediatric services capable of treating baby Mariama’s condition were not available near the family, local doctors directed her father to Senegal’s capital city in hopes of finding help. It was there that he heard about a hospital ship capable of providing healing for his little girl.

Soon after, Mariama received an operation onboard the *Africa Mercy* that corrected her cleft lip. After surgery, Mariama and her family stayed at the HOPE Centre, where her mother learned how to make nutritional baby formula and learned about the importance of nutrition for her child. Now, Mariama is home with her family, happy and healthy!

Awa’s story

Awa had lived 42 years burdened by a cleft lip, which made eating difficult and smiling almost impossible. Her family loved and cherished her, but others seemed to be unable to see past her disfigured mouth, and would either tease or stare at her. The shame Awa felt began to wear her down, but without access to safe, affordable surgical care, Awa feared that she would never know life without her burden. Then she heard about Mercy Ships.

Thanks to a free surgery onboard the *Africa Mercy*, Awa was finally able to smile without pain for the first time in her life. When her husband saw her after the operation, he was unable to recognize her at first! Now, Awa’s future is brighter than ever.

“We’re very happy to see Awa getting well after her surgery. I did not recognize her when I first saw her!”

Aliou, Awa’s Husband



Above: Awa before her surgery.



Above: Birane after his surgery.

Birane’s story

Young Birane has suffered from a cleft lip since birth. Though the 5-year-old’s positive personality made him strong, his family worried that he would never look like the other children his age due to his condition. A simple surgery would solve this problem, but the family lacked access to safe, affordable surgical care. This changed when the *Africa Mercy* arrived in Senegal.

Soon Briane was approved for surgery and his grandmother went with him to the ship, where she was able to see firsthand the impact hope and healing can bring. “I am very happy to see my grandson smile,” she said. Thanks to his free surgery, Birane is filled with hope for the future!

“I am very happy to see my grandson smile.”

Birane’s grandmother and caregiver

COVID-19 Response

Helping Africa rebuild

The world changed significantly last year. Like many, we had to adapt to ensure we could continue our transformative work in Africa. As COVID-19 began to overwhelm many strong healthcare systems in the developed world, we were determined to continue supporting our African partners and help combat the spread of the virus.

By June 2020, Mercy Ships donated more than 80,000 items of Personal Protective Equipment (PPEs) (valued at more than \$151,000 USD) including surgical caps, protective eyewear, face masks, gloves, and infrared thermometers, which

were delivered to Benin, Liberia, Madagascar, Togo, Sierra Leone, Republic of Congo, and Ghana.

Despite a global pandemic, we remain determined to continue supporting our African partners.

In addition to donating funds and supplies to our African partners, Mercy Ships quickly moved many of our training courses online and added new ones specifically designed to help healthcare workers on the ground in Africa tackle COVID-19.

1 Million PPEs Donated to 11 African Nations

- 210,250 gloves
- 124,100 masks
- 226,250 caps
- 223,450 shoe covers
- 4,950 surgical gowns
- 4,950 safety glasses
- 188,000 isolation gowns
- 80 infrared thermometers
- 29,600 goggles

Over \$151,000 worth of PPE was donated to Senegal's COVID-19 relief fund.



2021

The *Africa Mercy* is being serviced and re-stocked and preparing to return to Africa. COVID-19 is having a serious impact on healthcare systems on the continent of Africa. We will be extending our programmes and increasing our capacity with a second ship, the *Global Mercy*, as we get ready to go back and help Africa rebuild.

"The pandemic is still slowly but surely spreading through Africa and the measures taken by the nations to mitigate the impact should be strengthened. To adequately respond to this lasting epidemic, Africa needs our support, it is why Mercy Ships is engaged with *Stop COVID-19 Initiative in Africa*."

Dr. Pierre M'Pele, Mercy Ships Africa Bureau Director

March

\$120,000 donated to Senegal COVID-19 relief fund to support local healthcare staff in the fight against the virus.

April

Support and mentoring for African colleagues moved online. Special crisis management training was also added to the curriculum.

PPE donations to African nations: Benin, Liberia, Sierra Leone, and Madagascar.

May

More online courses begin: the Mental Health Team begins conducting Caregivers courses for colleagues in Liberia, Togo, Benin, DR Congo, and Cameroon.

Infrared thermometers donated to Togo. These were delivered with supplies of PPE.

June

PPE donated to the Republic of the Congo. Mercy Ships is a long-term partner of the country, having renovated a number of facilities there during a previous field service.

Dr. Agbessi (right) delivers front line training in Benin, on infection control measures, as well as giving out face masks and hygiene kits.

Donation of over 9,000 items of PPE to Ghana. These were presented to the Ministry of Health by Mercy Ships President Rosa Whitaker.

July

PPE and supplies donated to the Benin Teaching Hospital. This hospital in Contonou is where Dr. Agbessi works as the country's first reconstructive surgeon.

The future

We are committed to helping rebuild struggling and weakened healthcare systems in Africa.

With ongoing mentoring, online training and support we continue to strengthen and support the African nations we serve.



A new way of doing things: E-MCB

Sharing our skills and knowledge with local medical experts enables them to contribute directly to the improvement of healthcare delivery in their country long after we have left. COVID-19, social distancing, and lockdowns meant that the *Africa Mercy* had to leave Africa early for its annual maintenance, but that did not mean we stopped supporting and training African healthcare professionals. We quickly moved many of our mentoring and training courses online, even adding new ones, to our new electronic medical capacity building programmes (E-MCB).

In April, 2020, Mercy Ships launched a preliminary six-week course for nurses and doctors managing the COVID-19 crisis. Participants in each facilitated learning group improved their skills in identifying and managing critically ill patients (specifically for COVID-19 related illness) and applying personal mental health strategies to reduce the risk of burnout during the crisis.

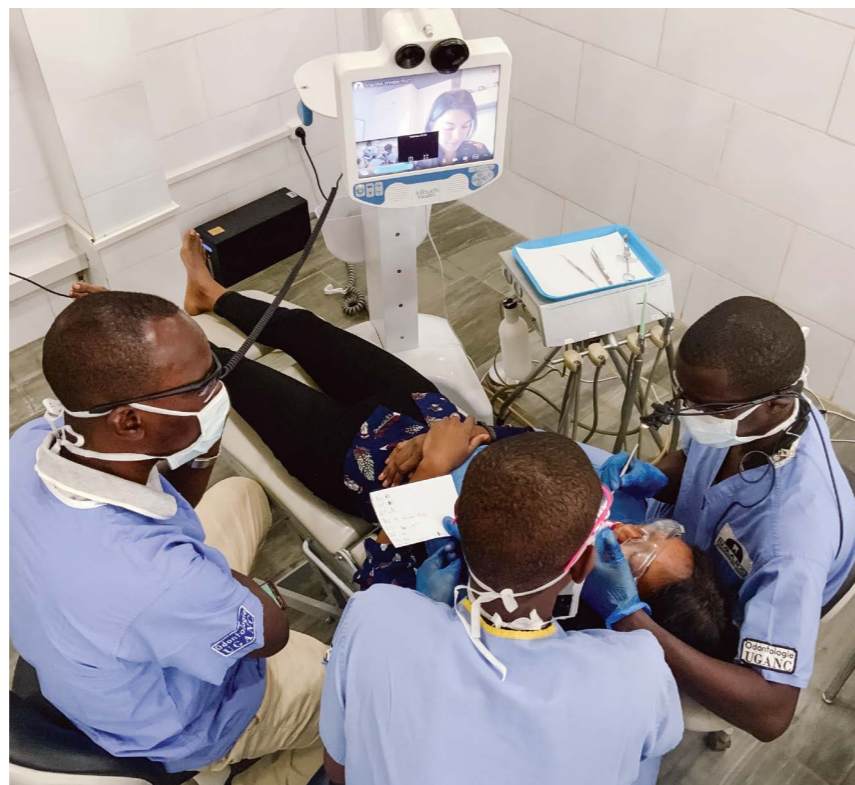
During Mental Health Awareness Week, Mercy Ships launched the first of several online training courses in basic safety and well-being. These courses, taught in both French and English, highlight our commitment to our West African colleagues and partners who are facing COVID-19.

Medical Capacity Building (MCB)

Medical capacity building is the foundation upon which real, sustainable change is built. It provides African healthcare professionals with the skills and tools they need and empowers them to care for their own people.

“Access to those working at the frontline has never been more important as pastoral caregivers, healthcare, and mental providers struggle to deal with the pandemic. Online tools have given us a new way to make sure our colleagues are connected with the critical information and training resources they need.”

Dr. Glenn Strauss
Mercy Ships Medical Capacity Building Director



Above: Students participate in training at Gamal Dental School.



Above: Students participate in training at Gamal Dental School.

Professionals involved in these courses included key workers from several nations Mercy Ships has worked with during our 30 years in Africa. Countries including Liberia, Togo, Benin, DR Congo, and Cameroon were represented by participants working in areas ranging from mental health, community health training, psychiatric care, and hospital services.

“This is a critical time to support the mental, emotional, and physical health of our West African colleagues as they are on the frontline of preparation within their national healthcare situations. It is important that they know they are not alone during this time when news of the virus in other parts of the world has created so much fear,” said Dr. Westman, Mental Health Consultant.

At the Gamal Dental school in Conakry, Guinea, in partnership with World Health Initiative, we are using a telehealth device and three different

Technology has allowed us to quickly pivot and ensure that we can continue to support our partners.

intra-oral camera attachments to bring top quality mentoring from international experts to Guinean dental students. Through the specialty peripheral cameras connected to the telehealth device, the dental expert beaming in can see right into the mouth of the patient that the dental student is treating. Dentist Dr. Westerduin was all set to move to Guinea to volunteer with Mercy Ships, but that all changed in March 2020. Currently residing in the Netherlands, she now observes the Guinean dental students during the week using a telehealth device, and on Fridays she holds a class for the students to address any gaps in knowledge that she observed throughout the week.

Dental experts from across the world can safely mentor the dental students through the telehealth device. Mercy Ships directors and the telehealth device will stay in Guinea long after the ship comes and goes so that the new dentists are supported by international experts as they continue to learn and progress. The programme will build local capacity and create a lasting impact on the community, ensuring their long-term needs are met despite COVID-19.



Above: Professor Oumar Rephiou Diallo operates on a patient.

Professor Oumar Rephiou Diallo

In 1998, maxillofacial surgeon, Dr. Oumar Rephiou Diallo, took part in the Mercy Ships MCB programme and was mentored by the Chief Medical Officer onboard the *Africa Mercy*, Dr. Gary Parker. Quickly, Dr. Parker recognized Dr. Diallo's determination and heart to serve those in need and knew that the mentoring he received would be used for the betterment of the Guinean people.

Dr. Diallo specialised in cleft lip/palate repair and continued to learn and train with Mercy Ships medical volunteers during our numerous visits back to Conakry, Guinea.

The fruit of Dr. Diallo's labours and dedication to the people of his home country was evident during the *Africa Mercy's* most recent visit to Guinea in 2018-2019.

Dr. Diallo's efforts have had a massive impact on the number of cleft lip patients in Guinea.

Normally, Mercy Ships would find hundreds of cleft lip/palate patients seeking help; however, out of 6,000 screened patients, only six needed cleft lip/palate repairs! Through Dr. Diallo's tremendous efforts and the Mercy Ships professional mentoring program, the number of cleft lip/palate cases have dropped dramatically in Guinea.

Just as he had received training from Mercy Ships, Dr. Diallo sought a way to provide training for Guinean healthcare professionals. In 2018, he asked Mercy Ships to partner with him in strengthening the training of dental surgeons in Guinea. More qualified surgeons would allow for the correct management of complicated dental procedures. With more trained dental surgeons, earlier diagnosis of tumours, facial cellulitis, noma, and other life-threatening conditions could be made, saving many more lives.

In partnership with Dr. Diallo and the Gamal Abdel Nasser University in Conakry, Mercy Ships renovated a site and created a highly operational dental school. Former Mercy Ships Lead Dentist,



Above Top: Professor Oumar Rephiou Diallo.

Before the renovation, dental students graduated without practical experience.

Dr. David Ugai, remained in Guinea and, along with the dental program team has been providing high-quality dental training.

Dr. Diallo has a passion for his nation of Guinea and believes in the potential of its people. By providing specialised surgical care and finding ways for Guinean healthcare professionals to receive further education, he is working towards strengthening Guinea's overall healthcare system.

Every year Mercy Ships trains and mentors hundreds of healthcare professionals. Through our medical capacity building programmes and partnerships with African healthcare professionals and nations, we are working together to tackle the surgery crisis.

Laying the foundations for change

Through empowering local healthcare professionals and local healthcare systems to care for their own populations, Mercy Ships and our partners are laying the foundations for sustainable, holistic change.

While our ships are in a host nation's port, our volunteer crew perform thousands of free lifesaving and life-changing surgical procedures for people in desperate need. While there, we also train and mentor local healthcare professionals to give them the skills they need to succeed, including how to pass on their new knowledge to others. Mercy Ships also renovates local facilities, donating brand new medical equipment and the premises to the nation's healthcare system.

In Guinea, the dental school leadership expressed their need for a dedicated space for student training. Previous dental students graduated without proper clinical experience — a vital aspect for practical education and training, decreasing their ability to successfully enter the workforce. University leadership had plans to renovate the dental school but were unable to procure funding. After a proposal from the dental school, Mercy Ships agreed to renovate and equip the first floor of the dental school.



Above: Gamal Dental School renovation, before and after.



Above: Dr. Pierre M'Pelé operates on a patient.

Dr. Pierre M'Pelé has worked in various African countries as a representative of the WHO, and is an expert on epidemics in Africa. Since 2017, the Congolese physician has headed the Mercy Ships Africa Bureau.



Learning to walk — Sai'douba's story

There is such strength and need in sub-Saharan Africa — a reality epitomized by friends Sai'douba and Alason.

Sai'douba was horribly burned in an explosion at the garage where he worked. He couldn't get the medical care that he needed and as his skin healed, it pulled his legs into a permanently bent position, disabling him. Sai'douba's injuries made him depend entirely on Alason to get around.

For eight months, Alason was Sai'douba's support and legs, caring for his friend and carrying him wherever they went.

"When I carry him, he's a little bit heavy, but no one will help him if I don't help him," Alason said. "Whenever I look at what happened to him, I cry inside my heart."

Sai'douba's injuries kept him in constant pain and he was wracked with worry for his family.

"Before this accident," Sai'douba said. "I worked a lot and made a little money. I would take that money home for my mum to buy food. I know my parents don't have enough money so I'm very scared about it."

One day, Sai'douba heard about a hospital ship providing free surgeries to those in need. Alason carried Sai'douba to the ship — a journey which took two days — knowing that it was his one chance at finding healing.

"When I saw him coming out of surgery, I could see his legs were straight," Alason said. "I now have hope he can walk again. He'll be able to do everything for himself."

The two-day walk carrying his friend was worth every step. After a four-hour surgery from Mercy Ships, Sai'douba was on his way to recovery.

Sai'douba began his rehabilitation, and with much practice and determination, he was soon walking on his own for the first time since the accident.

"I'm so happy! After such a long time I'm walking again!" Sai'douba exclaimed. "I feel confident now. After a few months, I'll be able to do everything I used to do. I can work, earn money, and provide for my parents!"



Above: Sai'douba with Alason, before and after his surgery.

30 years in Africa

For the last 30 years of our 42-year history, Mercy Ships has been a committed, long-term partner to Africa.

The amazing nations and people that make up the continent of Africa currently carry the bulk of the world's poverty and disability burden. In fact, 93% of Paul Collier's "bottom billion" in terms of healthcare outcomes live in sub-Saharan Africa.

We believe change is best affected through deep partnerships and collaboration. Our Africa Bureau in Benin, established in 2016 and led by Dr. Pierre M'Pelé, develops and strengthens relationships in the African nations with whom we partner and seeks to build new ones.

During the pandemic, our tireless team in the Africa Bureau was on the ground supporting our partners and African healthcare professionals. In this very tough context, the Africa Bureau has been the heartbeat of Africa for Mercy Ships.

In Africa, Mercy Ships can work towards the most effective change where the need is greatest. Together with our partners and supporters, we are striving to work ourselves out of a job by helping to strengthen and rebuild weak healthcare systems, train and mentor local healthcare professionals, and provide life-changing and lifesaving surgeries.



Dr. Abram Wodome

Dr. Abram Wodome is an ophthalmologist from Togo. There is an epidemic burden of blindness in the nation. Over 30,000 people are completely blinded by cataracts and an additional 200,000 eyes are in need of cataract surgery to prevent blindness. In partnership with Mercy Ships, Dr. Wodome and his team at the Clinique Ophtalmologique Lumière Divine (COLD) are working to change this.

Together with Dr. Wodome, we are working towards a day when nations can care for their own people and there is no longer a need for Mercy Ships.

“When I was entering practice in 2010, I felt like I was barely scratching the surface of the need. About 14,000 cataract surgeries were needed

per year, but only about 2,000 were being carried out in the whole nation. I was one of just a very few eye surgeons in the country.”

“It’s very difficult to practice medicine in a developing nation like Togo. There is a lack of facilities, a lack of good equipment, and lots of very poor patients in great need. It’s hard to make a living wage. So, at first, my plan was to do the same as many other Togolese doctors: save some money, then take my wife and kids and move somewhere in the western world.”

“In 2010, I was looking for a residency in France when I heard about Mercy Ships and their plans to train an ophthalmologist to fight against cataract blindness in Togo. That’s how I met Mercy Ships Ophthalmologist, Dr. Glenn Strauss, who became my mentor. I didn’t realize it then,



Above: Dr. Wodome onboard the Africa Mercy.

but that was the beginning of a long and fruitful collaboration with Mercy Ships — a collaboration that would change my career and the lives of thousands of people.”

“It was the first time I had access to advanced equipment. The quality of the surgical microscope, the teaching materials, and the other working equipment was phenomenal. The quality and safety requirements were set at such a high level. Dr. Strauss and the staff were incredibly motivated, even more than I was! My new schedule involved treating at least a hundred cataract cases a week. In our regular residency program in Togo, the maximum you’d serve in a week was three to five patients. Here we were talking about 100 patients a week for three months! My surgical skills were very quickly improved.”

“My surgical skills had been incredibly boosted, and I had skills to share with others, but that didn’t change the environment I was working in. We still had inadequate equipment for teaching and we still had poor patients who couldn’t afford treatment.”

“Together with Dr. Strauss and Mercy Ships we worked on finding solutions to the two major problems — the lack of a proper area and equipment for surgeries and training, and the cost of surgery which was not affordable to the majority of patients.”

Mercy Ships donated equipment to help set up COLD and we continue to support the clinic since it’s creation.

COLD offers treatment to paying and non-paying patients. The proceeds from one help fund the other as well as support from partners like HelpMeSee who provide surgical kits.

With Dr. Wodome and the nations we partner with, we are working towards a day when nations can care for their people and there is no need for Mercy Ships.



Above: Dr. Wodome examines a patient.

The Impact of our Partnership

- 1. Increased cataract surgeries** in Togo from 300 to over 1,500 every year.
- 2. Clinique Ophtalmologique Lumière Divine (COLD) set up.** Over 750 cataract operations are performed at this modern clinic every year.
- 3. Over 30 ophthalmologists** from Togo and Benin have been trained by Dr. Wodome.



In Guinea, 10% of our volunteer crew came from African nations



Above: Emmanuel Essah onboard the Africa Mercy.

Day Crew Spotlight Emmanuel Essah

Emmanuel Essah originally joined the crew of the *Africa Mercy* in Benin in 2009 assisting our dental team as a translator.

In 2013, Mercy Ships sponsored him to train as a biomedical technician. Now, Emmanuel ensures that our medical equipment is well-maintained, properly configured, and safely functional.

By maintaining our medical equipment, Biomed technicians help us deliver safe surgical care and belong to our community of heroes — making the Mercy Ships mission possible every day. In this vital role, they ensure we deliver the highest level of care to those we serve.

Biomedical technicians form an important part of our work in Africa. In addition to donating hospital equipment to local healthcare facilities, we train and equip technicians in the nations we visit so that now, they can maintain the equipment in their facilities.

Emmanuel is making a real difference in the lives of his fellow Africans by bringing his skill set to the benefit of those who desperately need medical intervention.

“It is an amazing experience to be part of such a unique organization where you can serve and be part of the transformation that is happening every day in the lives of the people we serve.”

Emmanuel Essah

Double the pain, twice the joy — Assane and Ousseynou’s story

Twin brothers Assane and Ousseynou share more than just their good looks — both boys developed an identical condition that made their legs curve outward at the knee, making walking or playing difficult and painful. Their parents, worried that there was nothing that they could do to help heal their sons or ease the taunts from other children.

“We could not hide Assane and Ousseynou,” their mother, Awa, said. “So we all had to live with people treating them as inferior.”

Then the family heard about Mercy Ships coming to Senegal. The family travelled over 200 miles to the *Africa Mercy*. It was the farthest away from home the twins had ever been, but also the closest they had been to being healed.

Awa was a bit nervous about all of these new experiences, but after Ousseynou and Assane received their surgeries, she was thrilled. “I was so happy,” she said.

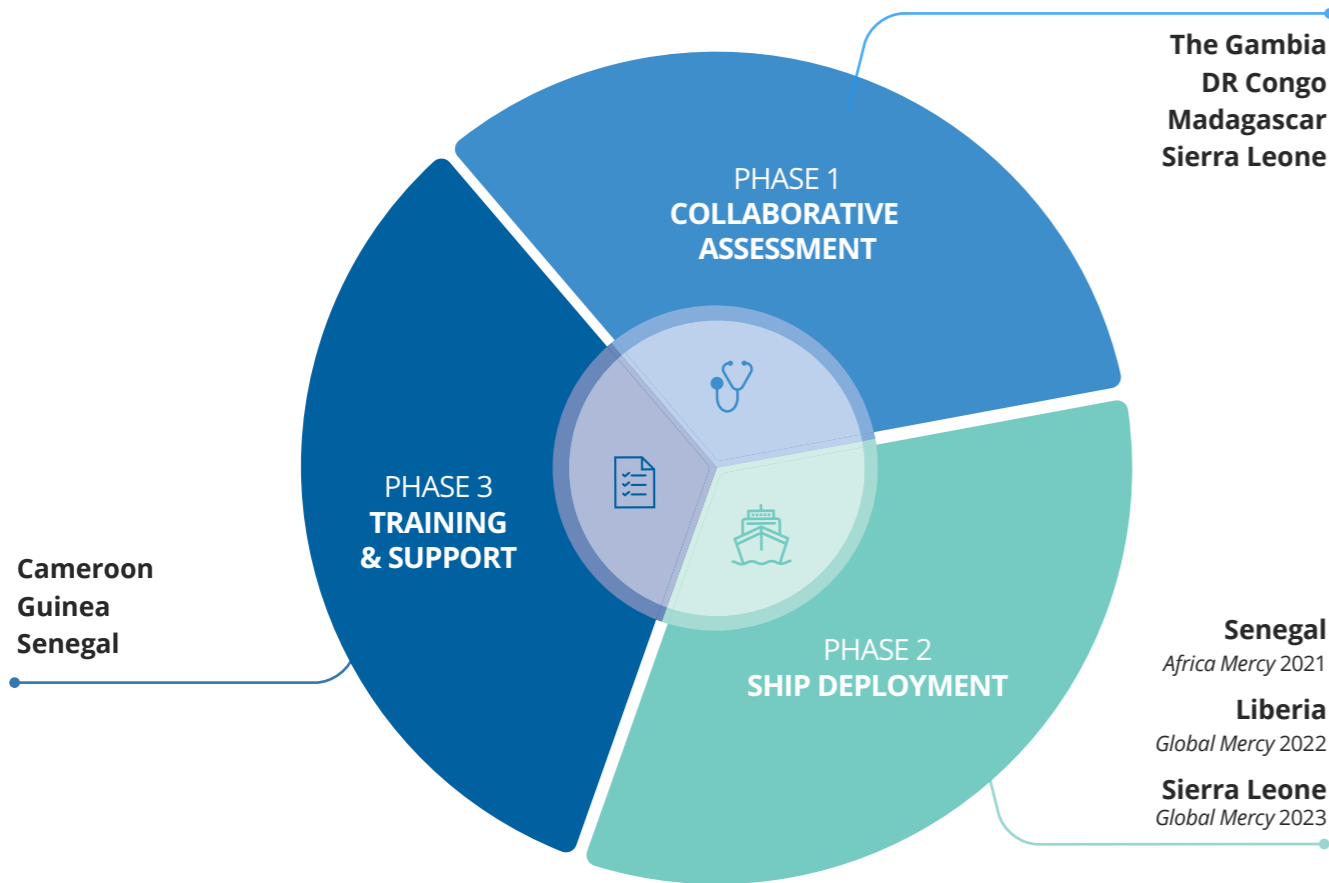
A journey of over 200 miles brought Assane and Ousseynou face-to-face with a ship and hope for a better future.

Once their casts came off, the physical therapy sessions began. Eventually, the twins were moving faster and more confidently than they had been able to before. “Since I gave birth to Ousseynou and Assane, I have never seen them run,” Awa said. “The surgeries created this opportunity. It is something that comes only once in a lifetime.”

Below: Assane and Ousseynou before and after surgery to straighten their legs.



The Country Engagement Plan



Phase 1. Collaborative Assessment

Mercy Ships listens, builds relationships, and collaborates with the Presidential Office, Ministry of Health, other departments of the government, and non-governmental organizations in the nations we serve. A collaborative effort has an increased impact. A protocol of commitment is signed, taking into account World Health Organization (WHO) targets.

An analysis of capacity needs within the local healthcare system is undertaken, establishing where assistance will be most effective. The Assessment Team examines surgical and ancillary service capacity, the port, security, and builds rapport with key stakeholders. An Advance Team enhances the effectiveness of the ship deployment by preparing for the ship's arrival.

Phase 2. Ship Deployment

For 10 months, a Mercy Ship is docked in the host nation's port, providing free surgical and dental care for thousands of people, training and mentoring for local healthcare workers, renovations for local facilities, and more.

Phase 3. Training & Support

Project implementers return to understand any challenges faced by local healthcare professionals in implementing learned materials and skills, provide further instruction, as well as offer encouragement and additional input.

On subsequent visits, teams ascertain how the work of Mercy Ships changed the lives of patients and trained healthcare professionals and evaluate the sustained hospital and clinic improvement. Lessons learned are used to inform future work.



Above: The brand new Global Mercy.

Looking Forward

Mercy Ships has been operating for over 42 years, but we have been focusing our work in Africa for the last 30 years. We have been serving the continent long before the current pandemic. We were on the ground in Africa during the outbreak of corona virus and we will be here long after it is a distant memory.

As this report goes to print, both our ships, the refitted *Africa Mercy*, and the brand-new *Global Mercy* are preparing to sail for Africa. The addition of the *Global Mercy*, the world's first purpose-built hospital ship, to our fleet enables us to more than double our impact on the continent and have a ship in two nations at a time.

Mercy Ships knows a collaborative, holistic approach is vital to building sustainable, lasting change. With this in mind, Mercy Ships has worked to strengthen and expand our medical training and mentoring programs for the people we serve.

We see a future where African healthcare professionals are empowered with the necessary tools and training to care for their own people. The foundations for change are being laid and together we can provide the necessary support and expertise to strengthen African healthcare systems and end the surgery crisis.

Together, working with you and our partner nations, we will help rebuild, strengthen, heal, and restore hope to thousands of people in need living in Africa.

A Heart of Thanksgivings from the Mercy Ships Canada office

When we unite our efforts with the work of our international Mercy Ships colleagues toward common goals, we grow and thrive. It is fitting that during the challenging season of the COVID-19 pandemic, Mercy Ships Canada (MSCA) takes the time to acknowledge the organizations that have helped us weather the choppy seas with their wisdom and expertise. While it is not possible to mention everyone, special thanks to:

- Bordon Ladner Gervais who provided pro bono legal counsel.
- Colliers MSCA's landlord who cared for our physical space.
- Engaged HR who provided workplace and mental health resources.
- Global Affairs Canada and especially the Canadian Ambassadors and their staff in Senegal and Spain who were in constant contact with MSCA staff during the pandemic so we could care for our Canadian volunteers.
- Greater Victoria Chamber of Commerce who advocated for improved employee benefits under the Chamber Plan to deal with the unique needs brought about by COVID-19.
- Key Travel the humanitarian travel company that worked long and difficult hours to arrange the repatriation flights for volunteer Canadian crew in the face of a global shut down of the aviation
- KPMG our new auditors.
- Lee & Sharpe, our long time auditors.
- Megson Fitzpatrick MSCA's insurance brokers.

Mercy Ships Canada is also grateful for the financial support of the Kitchener Conestoga Rotary Club (KCRC) toward the Nidek YC-1800 YAG Laser project.



Above: Canadian volunteers Verda Law, Hospitality Manager, and Simon Hofman, Fourth Engineer

Support for the Canadian Reserves During COVID-19



Mercy Ships Canada is proud to have a staff members serve in the Canadian Reserves. In 2020, when the call came for reservists to support efforts to deal with COVID-19, Annick Sylvestre stepped forward answer the call. Subsequently, Darryl Anderson, Executive Director was nominated you for recognition of the support he and Marcy Ships Canada have given Annick as a Canadian Armed Forces Reservist. This support has allowed her to serve Canada, advance her military career and most recently participate in Operation LASER, the Canadian Armed Forces response to the pandemic.

In recognition of this outstanding support, the Directorate of Employer Support and CFLC held a virtual presentation with Annick when she had returned to Liberia and her Canadian colleagues who also made sacrifices where their Mercy Ships colleague while she was away. Mercy Ships Canada Board Chair Mr. Alain-Michel Sékula MBA, CMC, Colonel (Hon.) Health Services - FAC-CAF and past Chair, John Treleaven and other board members joined in the virtual celebration. During the event Darryl remarked, "As Executive Director it is really easy to support members of the Reserves like Annick when I have the backing of the entire organization. In addition, the career development and learning benefits to Mercy Ships employees through serving in the Reserves is of great value to the work Annick does overseas in Liberia."



Prime Minister Justin Trudeau Visits Senegal

The Prime Minister of Canada, The Right Honourable Justin Trudeau met with Mercy Ships Canadian volunteer crew members in Dakar Senegal on February 12 to thank them for their work. Joining the Prime Minister was Francois-Philippe Champagne, the Minister of Foreign Affairs and Canadian Ambassador to Senegal Sebastien Beaulieu. Representing the Canadian volunteer crew was Ms. Stephanie Verseveldt, a screening nurse from Burnaby, British Columbia and Ms. Irene Blotsky, a food services volunteer from Montreal, Quebec. Accompanying them was Mercy Ships Canada Board member Dr. Andrew Clark and Captain Taylor Perez, the Master of the *Africa Mercy*, both from the United States.



Top Left: Directorate of Employer Support & CFLC virtual presentation; Top right: Darryl Anderson's certificate of appreciation; Below Right: Captain Taylor Perez, Francois-Philippe Champagne, Sebastien Beaulieu, Stephanie Verseveldt, Irene Blotsky & Dr. Andrew Clark meet Prime Minister Trudeau in Senegal

Mercy Ships Canada

Staff 2020

Darryl Anderson
Executive Director

Rosie Smyth
Director, Programs, Risk & Compliance

Crystal Brent
Chief Marketing Officer

Frankie Boswell
Administrative and Program Services

Emily Charter
Stewardship and Database Coordinator

Mark Kitzman
Marketing and Communications Assistant

An Carson
Crew and Donor Services Administrator

Bob Macdonald
Financial Coordinator

Board Members 2020

Alain-Michel Sekula
Chair

John Treleaven
Past Chair

Bruce Murray
Vice Chair

Claire Lewis
Finance Committee Chair

Lynda Beaudin
Treasurer

Lucien Bradet
Volunteer Crew Chair

Armine Tchakmakchian
Secretary

Staff Seconded to Mercy Ships

Sandy Hewitt
Senior Pharmacist

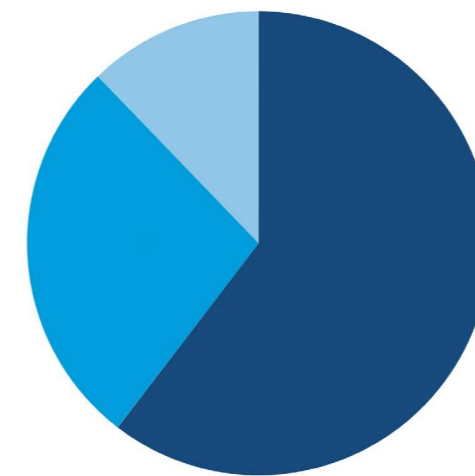
Annick Sylvestre
National Support Specialist



Above: Canadian volunteers arrive in the port of Dakarr, Senegal, in 2019

Financials

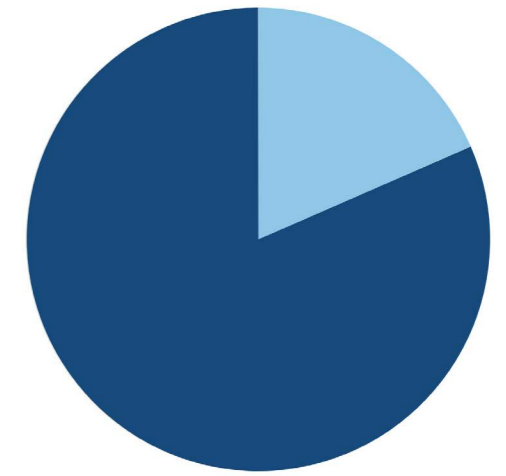
Expenses 2020



■ Programs (60.43%) ■ Fundraising (27.37%) ■ Admin (12.2%) ■ Contributed Services (18.45%) ■ Cash Contributions (81.55%)

Total: \$1,632,286

Revenue 2020



Total: \$2,553,544



Above: Canadian volunteers depart Senegal with the Africa Mercy in 2020

See more detailed information on Mercy Ships Canada 2020 programs, activities and impact in Appendix A.

Governance—

Mercy Ships International Board of Directors



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Chair
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Board of Directors
Image Metrics
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Texas State Senator, (Retired)
Attorney at Law
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BRS Ship-broker
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*To request a financial report for the year 2020,
please contact: development@mercyships.org

IMAGE: Anaesthesia supervisor, Sara Kwok, shares a joyous moment with a craniofacial patient onboard the *Africa Mercy*.



Since 1978
Mercy Ships has provided:

- 2.84 million** Direct beneficiaries
- 105,520+** Life-changing surgical procedures
- 489,000+** Dental procedures
- 49,100+** Training to professionals in their field of expertise
- 6,600+** Training to healthcare professionals to train others



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Canadian Charitable Registration # 89064-8249-RR0001



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Mercy Ships Canada

Programs & Activities 2020

2020 Annual Report Appendix



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1. The Relationship between Mercy Ships Canada and Mercy Ships

Mercy Ships Canada (MSCA) is one of 16 National Offices affiliated with and supports the work of the International charity, Mercy Ships. The programs of Mercy Ships provide free direct medical services, medical capacity building and foster the development of health care systems in developing countries, mainly in Sub-Saharan Africa.

Mercy Ships operates their flagship vessel, the *Africa Mercy*, and is outfitting their new hospital vessel, the *Global Mercy* - the world's largest civilian hospital ship. The *Global Mercy* is scheduled for its inaugural field service in Senegal in early 2022.

Founded in 1989, Mercy Ships Canada is a Canadian charity that mobilizes Canadians to volunteer onboard the hospital vessels of Mercy Ships and raises funds to support the programs work of Mercy Ships.

Mercy Ships uses its hospital ships primarily for providing direct medical services, such as surgery, and medical capacity building. Also, Mercy Ships supports the provision of direct medical services, medical capacity building and the development of local health care systems in the countries we serve. Direct medical service occurs through partnerships with other organizations when hospital ships are not in port. Our ships are docked at a local port during a typical 10-month field service when serving in a developing nation.

The consolidated Financial Statements of Mercy Ships provides a break down of Program Expenses related to Ship and Field Operations and Supporting Activities related to General and Administrative and Fundraising Expenses. Our ship-based hospitals are used for providing direct medical services, medical capacity building and volunteers contribute to health system development. Since the same physical facilities and volunteer crew serve multiple programs objectives simultaneously, Mercy Ships does not provide a disaggregated summary of expenses that are specifically allocating costs to each of the main programs service areas, at this time.

Mercy Ships Canada in this report provides some breakdown of our participation in the programs work of Mercy Ships. In part, because a Joint Programs Agreement between Mercy Ships Canada and Mercy Ships was entered into on January 1, 2017. Mercy Ships Canada and Mercy Ships agree that any resources committed by them within the scope of the agreement shall be disbursed only for charitable programs.

The Mercy Ships Canada-Mercy Ships Joint Programs Committee was comprised of the following members at the end of 2020:

- Bruce Murray, Board member, Mercy Ships Canada
- Lucien Bradet, Board member, Mercy Ships Canada
- Darryl Anderson, Managing Director, Mercy Ships Canada



- Stephanie Sparks, Vice President of Resource Development, Mercy Ships
- Angie Fadely, Vice President of Human Resources, Mercy Ships.

Under the direction of the Canadian Board and pursuant to the provisions of the Joint Programs Agreement, the Canadian National Office staff is involved in the recruiting, reviewing, screening, recommending for use, approving and, if approved, training volunteers and then supervising, monitoring and overseeing the said approved volunteers' work in the approved programs throughout their authorized terms of service.

Mercy Ships is a member of the Evangelical Council for Financial Accountability (ECFA) which provides accreditation to Christian non-profit organizations that faithfully demonstrate compliance with established standards for financial accountability, fundraising, and Board governance. The following web link can be used to access Mercy Ships information: <https://www.mercyships.org/who-we-are/financials>.

Mercy Ships Canada is Imagine Canada accredited that demonstrates our excellence and leadership in five key areas of operation: Board governance, financial accountability and transparency, fundraising, staff management and volunteer involvement. Our Financial Statements and Annual Report are available at: <https://mercyships.ca/en/impact-stories/annual-reports>.

2. Mercy Ships Philosophy of Service & Programmatic Pillars

Mercy Ships Philosophy of Service

The Philosophy of Service illustrates how we put into practice our core values, mission and vision.

Who is Mercy Ships?

Central to who we are is our commitment to follow the way of Jesus who inspires and informs our calling to be a tangible expression of love. It is our aim, therefore, to be a catalyst for transformational development, which we understand to be a process by which we and others move towards wholeness of life with dignity and hope.

Fundamental Issue

Many of our global neighbors experience a complex system of disempowerment, often combined with broken relationships, that leads to being marginalized or even excluded from society. These marginalized and excluded neighbours and the communities in which they live, lack hope, which is foundational to the process of transformation.



Mercy Ships Response

Our programs incorporate elements that demonstrate and communicate the mission of God revealed in the gospel stories of Jesus. For example, the blind see, the lame walk, those with diseases are restored to wholeness, the excluded are reintegrated into community, and the good news of the way of God is communicated to the poor.

How Does Mercy Ships Understand Poverty?

We understand poverty, defined as the absence of shalom, to be fundamentally relational - a manifestation of a broken world system separated from its creator. Shalom denotes a way of being that centers around a harmonious ecosystem rooted in relationship with God, self, others, and creation.

Fundamental Issue

Dysfunctional or corrupt systems and structural injustice at various levels of society constitute a primary catalyst for conditions of poverty in a family, community, city or nation. Poverty cannot be fully explained without consideration given to underlying issues associated with a distorted worldview that leads away from the shalom in God's kingdom.

Mercy Ships Response

We endeavor to promote unity among all individuals, communities, and organizations. This unity is not one of social or cultural conformity, but the "I am because we are" concept of *Ubuntu*, which affirms the intrinsic worth of every person, our mutual interdependence and the value of working together for the common good.

What Are The Primary Services Mercy Ships Utilizes?

Mercy Ships uses hospital ships to transform lives and serve nations. We do this by providing surgical care as a direct means to repair or restore the capacity for physical well-being to individuals. We also work to strengthen the host nation's health systems through medical capacity building and health advocacy and efforts to strengthen health care systems.

Fundamental Issue

The barriers to delivery of health care services may include an inadequate economic capacity or inadequate healthcare infrastructure. Both are closely tied to the issues that result from poverty. In low and middle-income countries, nine out of ten people cannot access even the most basic surgical services.



Mercy Ships Response

We provide corrective surgical treatment and dentistry, which decreases disability, saves lives, and increases social and economic inclusion. Our partnership with the government of the host nation provides us with unique access to be able to influence systemic issues in the local health care delivery system and advocate for the improvement of health care nation-wide. We invest in strengthening local health care systems through medical capacity building projects, such as training courses, mentoring opportunities and targeted infrastructure projects, including quality improvement interventions.

Three Programmatic Pillars - Direct Medical Services (DMS), Medical Capacity Building (MCB) and Health Systems Relationship Development

Pillar #1 Direct Medical Services (DMS)

Our Direct Medical Services decrease the burden of unmet surgical need. We partner with each host nation’s Ministry of Health to offer free surgeries and post-operative care through our state-of-the-art hospital ships.

The major direct medical services we provide are summarized in the tables below:

Women’s Health		
Need	Typical Procedures	Activity KPI
Support and medical care for women who have suffered childbirth injuries.	Specialized surgeries such as obstetric fistula and other gynecological surgeries.	Number of surgical procedures performed per year.
<p>Impact Key Performance Indicator (KPI): Number of patients served per year.</p> <p>The impact of providing obstetric fistula and other gynecological surgeries results in the patient’s overall quality of life improving. Living with a health condition means women can be ostracized from their families and communities. When people live in fear, shame, and isolation, their lives get stripped away because they cannot access healthcare. After repair, fertility and pregnancy outcomes may also be positively impacted. Access to proper medical attention affects more than just someone’s health.</p> <p>Learn More: https://mercyships.ca/en/womens-health</p> <p>Midwife Video: https://www.facebook.com/mercyshipscanada/videos/490488502372827</p> <p>Research link on long-term outcomes for women in Africa after fistula repair: https://bmcpregnancychildbirth.biomedcentral.com/articles/10.1186/s12884-015-0755-1</p>		



Maxillofacial Surgeries		
Need	Typical Procedures	Activity KPI
Deformities caused by physical conditions such as tumors, cleft lips, cleft plate and noma.	Corrective and reconstructive surgeries to relieve deformities.	Number of surgical procedures performed per year.
<p>Impact Key Performance Indicator (KPI): Number of patients served per year.</p> <p>Getting the necessary maxillofacial surgical care and attention means people can work and take care of their families. For children, the results of surgery means that they can more naturally develop their eating and language skills necessary to grow. Without the surgery, people living with debilitating illnesses or deformities face real struggles and hardships that impact their daily lives.</p> <p>Learn More: https://mercyships.ca/en/maxillofacial-surgery</p> <p>Patient Story: Dreams of Being a Doctor: https://mercyships.ca/en/wie-wir-helfen/unsere-patienten/dreams-of-being-a-doctor</p> <p>Research link on access to oral and maxillofacial surgery in Sub-Saharan African countries: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8449080</p>		

Plastic Reconstructive Surgery		
Need	Typical Procedures	Activity KPI
Birth defects, burns and illness often cause deformities.	Corrective surgeries for burn-scar, contractures, benign tumors, chronic ulcers, combined fingers etc.	Number of surgical procedures performed per year.
<p>Impact Key Performance Indicator (KPI): Number of patients served per year.</p> <p>Plastic reconstructive surgery helps address conditions that if treated in the early stages do not become life-threatening. The consequence of not having the surgery for many is a lifetime of pain, disability and rejection, and sometimes even death.</p> <p>Learn More: https://mercyships.ca/en/plastic-reconstructive-surgery</p> <p>Patient Story: Going the Extra Mile: https://mercyships.ca/en/going-the-extra-mile</p> <p>Research link on Sub-specialization in plastic surgery in Sub-Saharan Africa, capacities, gaps and opportunities: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4286228</p>		



Orthopedic Surgeries		
Need	Typical Procedures	Activity KPI
Musculoskeletal conditions, neglected orthopedic trauma and joint disease.	Orthopedic surgeries and treatments. Ponseti casting – non-invasive clubfoot correction and surgical interventions.	Number of surgical procedures performed per year.
<p>Impact Key Performance Indicator (KPI): Number of patients served per year.</p> <p>Orthopedic surgeries allow patients to participate more fully in family and community life because they can become outcasts due to a lack of understanding of what caused the medical condition. When children are sick or not able to walk properly, they may not be able attend school. However, access to the medical attention they need means an opportunity to become educated.</p> <p>Learn More: https://mercyships.ca/en/orthopaedic-program</p> <p>Patient Story: Double the Trouble, Twice the Joy: https://mercyships.ca/en/wie-wir-helfen/unsere-patienten/double-the-trouble-twice-the-joy</p> <p>Research link on orthopedics in the developing world: https://online.boneandjoint.org.uk/doi/full/10.1302/2048-0105.12.360020</p>		

Palliative Care		
Need	Typical Procedures	Activity KPI
Life-threatening illness.	An approach that improves the quality of life of patients and their families.	Number of patients served per year.
<p>Impact Key Performance Indicator (KPI): Number of patients served per year.</p> <p>Palliative care improves the quality of life for patients with a life-threatening illness and for their families. It aims to relieve suffering by treating pain and addressing other physical, psychological, social and spiritual needs.</p> <p>Learn More: https://mercyships.ca/en/palliative-care</p> <p>Research link on palliative care Africa: https://www.africanpalliativecare.org</p>		



General Surgery		
Need	Typical Procedures	Activity KPI
Neglected trauma, disease and congenital conditions.	General surgeries such as hernias, goiters etc.	Number of surgical procedures performed per year.
<p>Impact Key Performance Indicator (KPI): Number of patients served per year.</p> <p>General surgeries allow patients to participate more fully in family and community life. Communities suffer when their members are unable to contribute due to illness. Access to medical care can strengthen and enable communities to grow and sustain themselves.</p> <p>Learn More: https://mercyships.ca/en/general-surgery Video: https://www.facebook.com/mercyshipscanada/videos/930019294205517</p> <p>Research link on what factors shape surgical access in West Africa: https://bmiopen.bmj.com/content/11/3/e042402</p>		

Dental & Oral Health		
Need	Typical Procedures	Activity KPI
Prevent and reduce the effects of a lack of oral healthcare.	Provide dental treatment and dental hygiene services.	Number of dental procedures performed per year.
<p>Impact Key Performance Indicator (KPI): Number of patients served per year.</p> <p>Access to free dental and oral health services helps patients overcome the fact that for many people, medical attention is just out of reach. It's either not financially possible or available. The stark reality that many people are living with treatable health conditions but because they cannot get the treatments, or surgeries they need live in pain for with a condition that can contribute to a more serious health need.</p> <p>Learn More: https://mercyships.ca/en/oral-health Video: https://www.facebook.com/mercyshipscanada/videos/770105413803268</p> <p>Research link on review of dentistry in West Africa – challenges and prospects: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7861189</p>		



Eye Care		
Need	Typical Procedures	Activity KPI
Preventable blindness.	Ophthalmic surgeries and eye care. Surgical intervention to reduce blindness caused by cataracts.	Number of procedures performed per year.
<p>Impact Key Performance Indicator (KPI): Number of patients served per year.</p> <p>Access to free eye surgeries helps patients overcome preventable blindness. The stark reality that many people are living with treatable health conditions but because they cannot get the treatments, or surgeries, they are going blind and not able to be fully educated, be part of family or community life or work.</p> <p>Learn More: https://mercyships.ca/en/eye-care Video: Nearly everyone will experience eye health issues in their lifetime. https://www.facebook.com/221898276380/videos/1793146587539629</p> <p>Research link on facing the crises in human resources for eye health in Sub-Saharan Africa: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5820633</p>		

Pillar #2 Medical Capacity Building (MCB)

Our Medical Capacity Building programs improve patient outcomes by supporting surgical systems to become more effective, efficient, and responsive. By strengthening the capacities of the surgical system, we can sustainably improve the quality of life for people in need. We align with each host nation’s goals to focus on health workforce capacity building, international best practice, quality improvement processes, infrastructure improvements, and more. Our MCB programs also include mental health, palliative care, and nutritional agriculture.

Mercy Ships works with partners and stakeholders to develop capacity building projects that improve the quality of medical services in the nations we serve. From strengthening technical skills and human capital, to improving working conditions and quality of care, our medical capacity building program works to provide sustainable improvements in hospital settings.

Medical Capacity Building		
Need	Typical Activities	Activity KPI
Simply increasing the number of surgeries is not sufficient; enhancing quality of care is critical as well. Training professionals to administer	Carrying out and overseeing the training of health care professionals. Educating and instructing the public on the prevention of, and	Number of health care professional that participated in the training and capacity



<p>patient-centered services, using simple techniques and processes that save lives is essential to meeting the goal of improved surgical care.</p>	<p>curative measures for health problems. Professionals we train include: surgeons, nurses, anesthesia providers, sterile processing technicians, surgical support, medical leaders, mental health, other health care or social work, and nutritional agricultural specialists.</p>	<p>building activities each year.</p>
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Impact Key Performance Indicator (KPI): Number of participants trained.

There are many impacts when countries cannot offer all the medical care needed. Medical capacity building, education and training, strengthen a nation’s health delivery system can help address the challenges.

Learn More: <https://mercyships.ca/en/training-capacity-building>
Video: <https://www.facebook.com/mercyshipscanada/videos/1074223956324862>
Video: <https://www.facebook.com/mercyshipscanada/videos/770105413803268>

Pillar #3 Health Systems Relationship Development

Our activities support national and local health systems to better understand and respond to the surgical needs of their populations long-term. By partnering with our host nations, we can collectively improve quality of life and reduce unmet surgical needs. We collaborate with key decision makers in host nations to identify areas of need within the surgical care system and implement policy and practice changes that will encourage access to safe, affordable, and timely surgery.

Health Systems Relationship Development		
Need	Typical Activities	Activity KPI
<p>Mercy Ships works with host nations to strengthen the local healthcare system, while serving the dire and immediate needs of the host country.</p>	<p>Conducting and overseeing infrastructure and other related construction programs, including but not limited to: (1) Renovation of facilities in support of direct medical services. (2) Renovations at partnering hospitals and other health care facilities in support of medical training programs. 3) Construction of land-based health care or related facilities.</p>	<p>Project specific.</p>



	<p>Delivering, supervising, repairing, managing and overseeing any equipment, supplies, vehicles, food and other necessities of life and/or any related items required from time to time to operate and maintain the hospital ships and/or to conduct any of the programs.</p>	
	<p>Distributing medical equipment donations and other related supplies for use in health care training and/or infrastructure and related construction programs.</p>	
<p>Impact Key Performance Indicator (KPI): Project specific.</p> <p>Mercy Ships uses a collaborative approach to create a customized partnership with every nation we are invited to serve.</p> <p>Video: https://www.facebook.com/mercyshipsCanada/videos/677608086231696</p>		

How We Work

To implement our Philosophy of Service, Mercy Ships takes a phased approach consisting of the following steps:

- **Phase One:** Protocol signing with host nation.
- **Phase Two:** Assessing the need.
- **Phase Three:** Ship deployment and/or medical capacity building.
- **Phase Four:** Medical capacity building, training and support.
- **Phase Five:** Impact evaluation.

3. Charitable Purposes of Mercy Ships Canada

The charitable purposes of Mercy Ships Canada is to alleviate the suffering of the poor, regardless of race, gender or religious background in developing nations around the world, following the model of Jesus, by mobilizing people and resources from across Canada to carry out programs and projects to develop and promote public health.

We aim to develop and promote public health by:

Direct Medical Services (DMS)

- Operating one or more hospital ships.
- Conducting medical and health care programs ashore in related facilities.



- Providing medical, surgical, eye, dental, health and related support services.
- Acquiring and distributing, medicine, medical equipment and supplies, fuel, tools and any related materials necessary to deliver basic care for the hospital ships, land-based programs and related facilities.

Medical Capacity Building (MCB)

- Offering specialized training to local health care professionals.
- Advancing education through the provision of medical and surgical training to local health professionals and medical leadership development.

Health Systems Relationship Development

- Providing construction and renovation services to local health care infrastructure, including hospitals, clinics, and medical training facilities to improve surgical capabilities.
- Reducing malnutrition and increasing food security by improving skills and practices in agriculture and horticulture.

A primary means in which we fulfill our charitable purpose are by mobilizing Canadian volunteer crew members to serve with Mercy Ships and involving Mercy Ships Canada staff with initiatives and funding projects.

4. Mercy Ships 2020 Impact Summary

Direct Medical Services (DMS)

During our last field service in the port of Dakar, Republic of Senegal, we achieved much of our surgical and medical training goals set for the 10-month period, though we had to leave two months earlier than planned. It is unknown at this time what the degree to which the COVID epidemic will impact the number of future surgeries. Our focus is to provide safe surgery to as many people as possible.

Video: <https://www.facebook.com/mercyshipsCanada/videos/2220809041357061>

Video: <https://www.facebook.com/mercyshipsCanada/videos/326602091711427>

The goal of Mercy Ships remains the same and we would expect that with the development and distribution of vaccines over the long term that the number of surgeries will return to pre-COVID levels.



What We Did – Direct Medical Services (DMS)

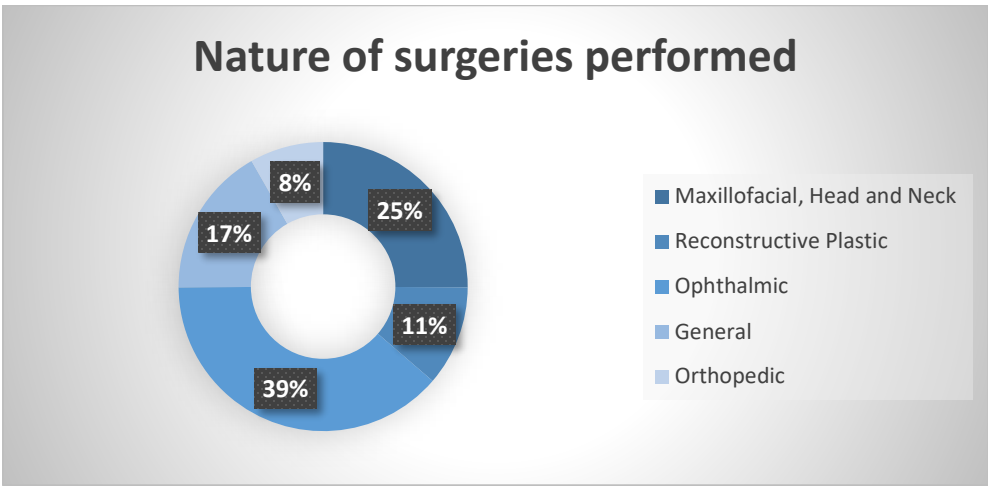
SENEGAL AT A GLANCE

1,407 life-changing surgeries performed

5,591 dental patients treated

87 people participated in mentoring
In medical capacity training courses

1,199 healthcare professionals participated



Who We Helped - Direct Medical Services (DMS)

Surgery Types	Children	Adults (Female)	Adults (Male)
Maxillofacial, Head and Neck	120	126	159
Reconstructive Plastic	68	53	65
Ophthalmic	31	235	300
General	96	62	171
Orthopedic	2	55	59



Actual Compared to Planned - Direct Medical Services (DMS)

The table below provides a summary of the direct medical services output of the *Africa Mercy's* eight-month stay in the port of Dakar, Republic of Senegal. While the planned field service is tailored to each country, the former average output per field service is also included in the table.

Senegal Field Service Actual Output	Senegal Planned Output Pre-COVID	Average Output Per Field Service
<ul style="list-style-type: none"> Dental: 5,591 dental patients. 	<ul style="list-style-type: none"> Dental: over 4,000 at a land-based dental clinic were planned to be treated. 	<ul style="list-style-type: none"> Dental patients per year: 8,000.
<ul style="list-style-type: none"> Direct surgical care: 1,407 life-changing surgeries. 	<ul style="list-style-type: none"> Direct surgical care: provide 1,200 to 1,700 life-changing surgeries onboard. 	<ul style="list-style-type: none"> Direct surgical care: 2,400 persons.

Medical Capacity Building (MCB)

The table below provides a summary of the medical capacity building output of the *Africa Mercy's* eight-month stay in the port of Dakar, Republic of Senegal. While the planned field service is tailored to each country, the former average output per field service is also included in the table.

Senegal Field Service Actual Output	Senegal Planned Output Pre-COVID	Average Output Per Field Service
<ul style="list-style-type: none"> Medical capacity building: provided healthcare training to 1,286 people. 	<ul style="list-style-type: none"> Medical capacity building: provide healthcare training to 1,000 to 1,500 local medical professionals through mentoring and courses. 	<ul style="list-style-type: none"> Medical capacity building: 1,400 participants.



Like many other organizations, Mercy Ships pivoted our programs strategy in 2020, leading to an increased focus on **Medical Capacity Building (MCB)**.

Mental Health Initiative

Mercy Ships introduced new eMCB courses, which saw greater numbers of participants and impact than we anticipated. During the COVID crisis, we have been providing health and well-being eLearning sessions to caregivers in West Africa, recognizing that mental health is as important as our physical health. (See Section 6. Programs Innovation, Insight and Lessons Learned for further insights).



Dental Initiative

The dental initiative involved providing continuing education and mentoring of students at the dental University in Gamal, Guinea, increasing the capacity of the infrastructure. As a result, of dental care being provided to address tooth decay and infections, **2,718 dental procedures** were performed during **743 patient encounters**.

Health Systems Relationship Development

In 2020, Mercy Ships COVID response and the donation of medical equipment was a key part of our work related to health system relationship development.

Mercy Ships contributed to the fight against COVID in a number of ways, including:

- Financial contributions toward a **COVID research fund in Senegal** to support prevention and treatment.
- Donated more than US **\$150,000** to the COVID fund in Senegal to be used in the prevention and cure of COVID cases. Also donated Personal Protective equipment (PPE) to healthcare workers in Africa.
- Medical equipment was donated to hospitals in Senegal, Madagascar, Sierra Leone, Benin and Tenerife and work was ongoing to complete these projects.

*Mercy Ships vessels are designed to provide **safe surgical care and medical training** and are **NOT** designed for **treating large-scale viral infections such as COVID** onboard the ship.*

(See Section 6. Programs Innovation, Insight and Lessons Learned for further insights.)

COLLABORATIVE EFFORTS

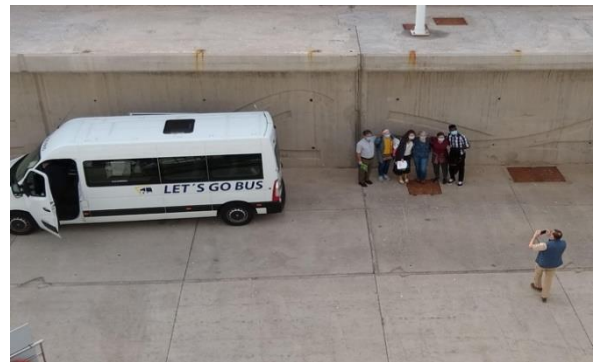
In solidarity with our African partner nations during the COVID pandemic, the Africa Bureau of Mercy Ships provided donations and PPE to counterpart health workers in eleven partner countries in Africa. Those countries include **Benin, Togo, Ghana, Cameroon, Senegal, Liberia, Sierra Leone, Congo, DR Congo, Guinea, and Madagascar**. As of May 2021, Mercy Ships have donated more than **one million** pieces of vital PPE to our partner countries.

Our colleagues have a key role to play for a strong and effective response against COVID on the African continent. This initiative has been ongoing to help illustrate the support and encouragement of Mercy Ships, in the face of the pandemic around the world.



VOLUNTEER CREW & SENEGAL FIELD SERVICE

When the pandemic was declared in March 2020, Mercy Ships officially drew its field service to a close. Despite the emotional fallout and disappointment, the *Africa Mercy* hospital made the patients and their on-going care their first priority, including finding qualified local partners for the post-operative care of our remaining patients. There were many tearful goodbyes and many who left so suddenly that goodbyes and closure were not possible. Yet everyone worked together as a team, closed down the hospital, and packed up at very short notice, leaving our hearts behind as we left Dakar. In Canada, the staff of Key Travel were instrumental in caring for return travel of our volunteer crew in the face of the biggest interruption in global aviation history.



Walking that extra mile.....

Since Mercy Ships left Senegal, our patient selection team is still in touch with those patients who were needing care, ensuring that they received the care they needed and funding the costs at local hospitals and clinics, and following up regularly. The team is also still in regular contact with the patients who did not yet receive their surgery, arranging for any emergency care required until the ship returns and planning for when the selection team can return to their region to book new dockside screening and surgery appointments.



Mercy Ships Canada National Office Staff

Three national office staff members primarily support the work of providing direct medical services, medical capacity building and health systems relationship development: the Executive Director, the Director of Programs, Risk and Compliance and the Crew and Donor Services Administrator. Support for their work is also provided by accounting and administrative staff members.

Darryl Anderson **EXECUTIVE DIRECTOR**

The Executive Director's mandate is to work collaboratively across Mercy Ships, with our partners, donors, volunteers, Board members, and staff to:

- Foster a thriving performance-based accountable organizational culture that is consistent with the unique Christian vision, mission and values of Mercy Ships;
- Mobilize French and English-speaking Canadians to volunteer their service onboard the m/v *Africa Mercy* and m/v *Global Mercy* as the second hospital ship prepares and enters into service;
- Refine and strengthen the financial, risk management and administrative capacity of Mercy Ships Canada;
- Build organizational capacity for increased national donor momentum and revenue growth, including the value of the contributed services of the Canadian volunteer crew.

Rosie Smyth **DIRECTOR OF PROGRAMS, RISK AND COMPLIANCE**

The Director of Programs, Risk and Compliance's role is to be accountable for the leadership, development and implementation of all programs and risk management initiatives and to ensure the organizational health and sustainability of Mercy Ships Canada's efforts in the short and long-term.

An Carson **CREW & DONOR SERVICES ADMINISTRATOR**

The Crew and Donor Services Administrator role provides the administration required to support the recruitment, staffing and fundraising efforts required to mobilize Canadians to serve with Mercy Ships. The role helps with the identification of individuals into the volunteer talent pool and the coordination of the staffing functions related to the field service deployment of approximately 100 to 125 volunteer crew who serve throughout the year with Mercy Ships.



Direct Medical Services (DMS) - Mercy Ships Canada

Canadian volunteer crew members are a primary way in which Mercy Ships Canada contributes to the provision of direct medical services of Mercy Ships.

In total, 43 Canadian volunteer crew served in 2020. Thirty-four individuals served in medical roles, five people in technical positions and four served in general support areas of the hospital ship's operation. Due to the COVID pandemic shortening the Senegal 2020 field service, there were 26 volunteers that were reviewed and recommended by the Volunteer Crew Review Committee and approved by the Mercy Ships Canada Board in 2020. The remaining volunteers that served in 2020 were approved in a prior reporting period.

Canadian Volunteer Crew Roles in 2020	Number
Nurse	21
Medical Technician	5
Dental Hygienist	3
Dentist	2
Pharmacist	2
Doctor	1
Ship Maintenance	4
Deck Hand	1
Ship Support Staff	4
Total	43

The contributed services amount for volunteer Canadian citizens who donated their professional services was **CD \$471,087**. This amount is based on hours worked multiplied by the hourly wage attributed to each role. Volunteer crew program funding for 2020 was **CD \$172,107** that included expenses related to crew fees and crew travel.

Medical Capacity Building (MCB) - Mercy Ships Canada

Mercy Ships Canada contributed to medical capacity building in Senegal in 2020 via the Joint Programs Agreement with Mercy Ships. The two main initiatives were:

- Sterile Processing (Senegal) Project
- *Global Mercy* YAG Laser Eye Equipment Project



Each of the following projects below fulfills one or more parts of the charitable purposes of Mercy Ships Canada.

Medical Capacity Building	
Project Name	Charitable Purposes
Sterile Processing (Senegal) Project	<p>To develop and promote public health by offering specialized training to local health care professionals.</p> <p>To advance education through the provision of medical and surgical training to local health professionals and medical leadership development.</p>
Global Mercy YAG Laser Eye Equipment Project	To develop and promote public health by acquiring and distributing, medicine, medical equipment and supplies, fuel, tools and any related materials necessary to deliver basic care for the above-referenced hospital ships, land-based programs and related facilities.

A. Sterile Processing (Senegal) Project



Sterile Processing participants practicing teaching each other on proper hand-washing steps.

Goal: The goal of this training and mentorship project was to improve sterile processing practices used by sterile processing staff in Senegal’s local hospitals and clinics.

Project Time Frame: November 2019-January 2020 and February 2020-2022 – Post-activities period (compiling of data, follow-up and evaluation).



Summary of Activities and Expected Outcomes

Activities	Outcomes	Status	Note
1. With support from the Senegalese Ministry of Health and Social Action, identify and assess participants for sterile processing training; modifying training objectives as needed.	Appropriate candidates are selected for training and training objectives are identified.	Achieved.	
2. Provide a three to five day sterile processing course for 15 to 20 healthcare workers.	Healthcare workers from hospitals in Senegal will demonstrate a greater than 20% increase in knowledge related to sterile processing practices.	Achieved. 21 participants trained.	
3a. Provide a one to two day Training of Trainer (ToT) course for six to nine participants.	a. ToT participants will have the tools to teach others the principles and skills associated with reprocessing surgical instruments.	Achieved. 11 Participants trained.	Suspended due to COVID. Mentoring was scheduled for participant's mid-April. Still may happen at a later date.
3b. Provide mentoring to ToT participants in the <i>Africa Mercy</i> sterile processing unit.	b. Enhancement of practice skills throughout mentoring onboard the <i>Africa Mercy</i> .	Not yet achieved.	
4. Provide in person initial follow-up and reinforce training.	Identify factors that contribute and inhibit the application and transfer of knowledge and skills.	Not yet achieved.	Delayed/ could possibly be cancelled due to COVID pandemic.
5. Taught by the ToT participants and facilitated by a SPECT facilitator, provide a three to five day Sterile Processing Course for 15 to 20 participants.	ToT participants teach and train other healthcare workers the sterile processing principles and skills with support from the program facilitator.	Not yet achieved.	
6a. Within a year after the departure of the <i>Africa Mercy</i> , a SPECT facilitator may return to address and issues that arise after the training.	Participants report changes in their processes and additionally ensure that others in their department are using best practices.	Not yet achieved.	



<p>b. Mercy Ships returns to Senegal one to two years after the departure of the <i>Africa Mercy</i> to determine the project's sustainability and success.</p>		<p>Not yet achieved.</p>	
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Summary of Expenditures
 Total expenses as of August 2021: CD \$68,880 or US \$50,973 (CD \$23,456.70 disbursed in 2020).

B. Global Mercy YAG Laser Eye Equipment Project



Nidek YC-1800 YAG Laser and Stand

Goal: Provide the *Global Mercy* with one functioning Nidek YC-1800 YAG Laser and stand, observation scope with beam splitter and pelican case by 2020.

Project Time Frame: 2020-2021.

Overview

Mercy Ships works in partnerships with the Ministry of Health, local physicians of the host nation, as well as other NGOs to provide surgeries. In onboard operating theaters, highly skilled volunteer surgeons performed free ocular surgeries, maxillofacial/reconstructive operations, general surgeries, and other specialized surgeries. With each surgery completed, Mercy Ships contributes toward meeting the overwhelming need for safe, accessible surgical and anesthesia care in Sub-Saharan Africa.

Medical tools that create innovative solutions are imperative to saving both time and space. A YAG Capsulotomy is a special laser treatment used to improve vision after cataract surgery. This laser can quickly and effectively restore vision following the capsulotomy. The addition of the



observation scope and beam splitter assists the physicians with Medical Capacity Building (MCB) and teaching local physicians in treatment techniques and procedures. While Mercy Ships already employs this model for its ophthalmic surgery project, an additional laser offers increased efficiency in patient scheduling and provision for backup if needed.

Summary of Activities

The three activities for this project will take place in 2020-2021.

1. Purchase the equipment- Completed in 2020
2. Install the equipment- Pending for 2021
3. Test the equipment- Pending for 2021

Summary of Expenditures:

Total expenses as of August 2021: CD \$55,566.53 or US \$42,566.67 (CD \$55,566.53 was disbursed in 2020.)

Health Systems Relationship Development - Mercy Ships Canada

Canadian staff members seconded to Mercy Ships were a primary way that Mercy Ships Canada contributed to the development of health systems relationships. During 2020, the Country Engagement Teams of Mercy Ships have been active in **Senegal** and **Liberia**. The work that is required before Mercy Ships reaches a country to begin its field service is preceded by months to years of diplomatic work with the governments and ministries of health in the nations we serve. *One Canadian staff member was seconded to the Country Engagement Team and was overseas working in Liberia for a significant portion of time in 2020.*

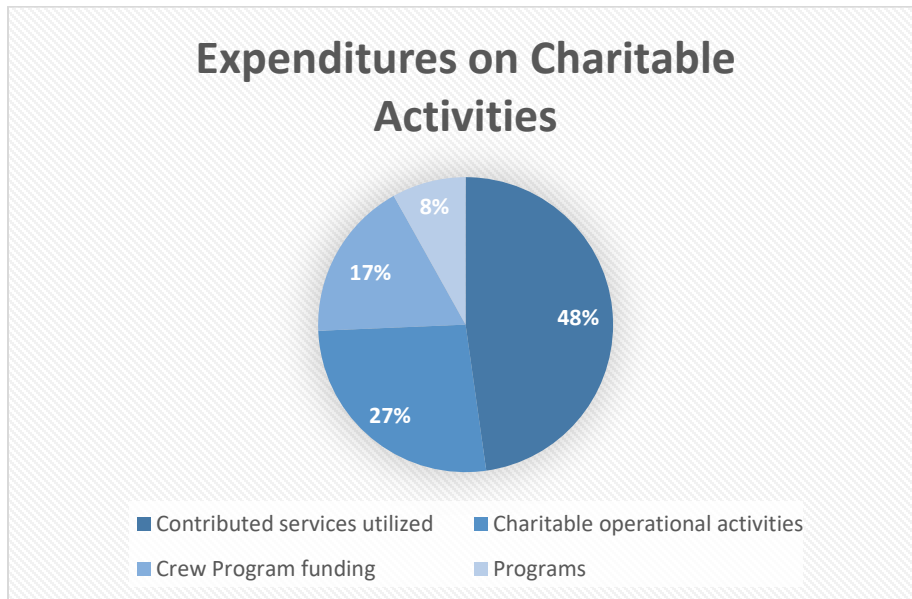
The *Africa Mercy* is using the time that we are not in service to upgrade some facilities within the hospital as well as contracting for the development of a new Electronic Patient Medical Record system. The upgrade would also encompass a new pharmacy operating system. This would have been much more difficult to develop while the field service was underway. *One Canada staff member was seconded to Mercy Ships to help lead some of this work and also act as the Senior Pharmacist for the crew remaining onboard the Africa Mercy.* Also, the staff member was involved in identifying medical supplies with expiry dates that could be donated to other organizations since the *Africa Mercy* was in the shipyard.

5. Mercy Ships Canada Programs Activities 2020 Expenses Summary

A summary of the Mercy Ships Canada charitable program activities are summarized below.



Expenditures on Charitable Activities		
Direct Medical Services	Contributed services utilized	\$471,088
Direct Medical Services	Crew program funding	\$173,243
Medical Capacity Building	Programs	\$79,922
Health Systems Relationship Development	Charitable operational activities	\$262,151
	Total	\$986,404



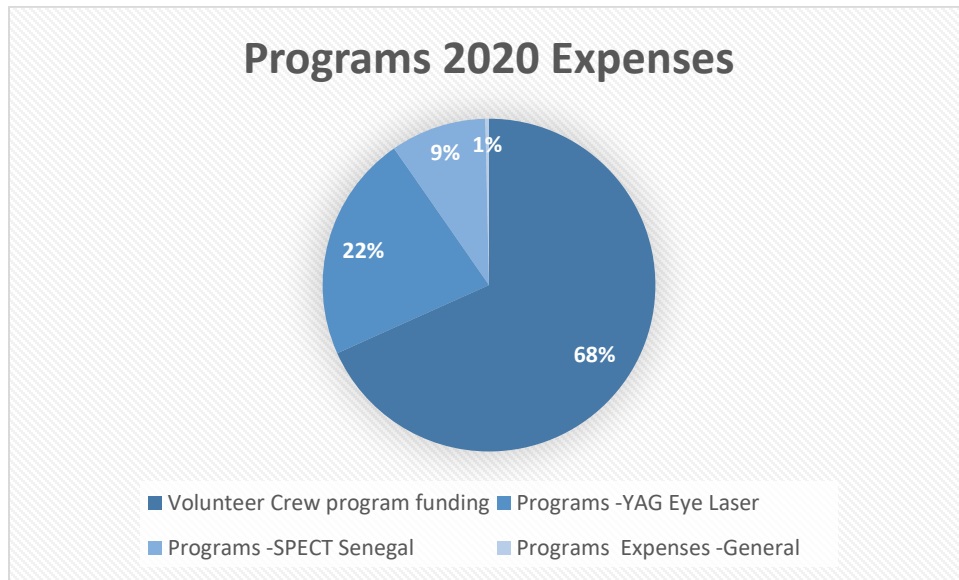
Our 2020 Financial Statements, which can be found at (<https://mercyships.ca/en/impact-stories/annual-reports>), includes our Statement of Operations which outlines the revenue and expenses.

Canadian Volunteer Crew and Program Activities

Mercy Ships Canada is able to spend our financial resources on programs outside of Canada facilitated by a Joint Programs Agreement with Mercy Ships. Below is a breakdown of our expenditures on program activities.



Mercy Ships Canada Programs 2020 Expenses		
Direct Medical Services	Volunteer Crew program funding	\$172,107.53
Medical Capacity Building	Programs -YAG Eye Laser	\$55,567.00
Medical Capacity Building	Programs -SPECT Senegal	\$23,456.00
Medical Capacity Building	Programs Expenses -General	\$898.89
	Total	\$252,029.42



The Mercy Ships Canada T3010 Registered Charity Return for 2020 that can be found at https://apps.cra-arc.gc.ca/ebci/hacc/srch/pub/dsplyBscSrch?request_locale.



6. Programs Innovation, Insight and Lessons Learned

During the time period following the immediate impact of COVID, Mercy Ships updated the organization’s Philosophy of Service and International Programs Strategy. Also, the 2020 Mercy Ships programmatic activities that occurred after the onset of the COVID pandemic included several innovations in service delivery.

Direct Medical Services (DMS)

- Mercy Ships Systems and Vessels: **three initiatives.**
- Dental and Surgical: **two initiatives.**
- Senegal: **three initiatives.**

Medical Capacity Building (MCB)

- Courses: **seven initiatives.**

Health Systems Relationship Development

- COVID Response: **three initiatives.**

Further details are provided in the table below.

Direct Medical Services			Medical Capacity Building	Health Systems Relationship Development
Mercy Ships Systems & Vessels	Dental & Surgical	Senegal	Courses including eLearning	COVID Response
Mercy Ships Patient Electronic Medical Record (p-EMR) was initiated.	Gamal Renovation & Equipping (Anesthesia Program & Dental School) in Guinea.	Barthimee Hospital Donation Project for equipment and renovations to emergency room, operating room, dental, laboratory was initiated and being implemented.	Health and Wellbeing of Caregiver during COVID-19: 21 church leaders.	Mercy Ships COVID Response 2020 in 11 countries ; Benin, Liberia, Madagascar, Sierra Leone, Togo, Republic of Congo, Ghana, Guinea, Cameroon, Senegal.



Direct Medical Services			Medical Capacity Building
Work on the <i>Africa Mercy</i> was initiated.	Freedom from Fistula Donation to Sierra Leone and Madagascar medical equipment and supplies.	YWAM Keru Yakaar Donation Project for building renovations and medical supplies was initiated and being implemented.	Safety & Wellbeing for Caregivers during COVID-19. Liberia, Benin, Cameroon: 52 participants.
Construction of the <i>Global Mercy</i> was ongoing.		YWAM Keru Yiiw Clinic Donation for dental chairs, defibrillator, oxygen concentrator, compressor and instruments.	Mental Health Principles and Practices multiple countries: 9 mentors.
			Mental Health Liberia: 48 participants.
			Palliative Care Practices and Principles multiple countries eLearning: 39 participants. 10 Mentors.
			Food for Life Nutritional Agriculture Course Benin: 25 participants. SAFE Pediatric Anesthesia in South Africa: 29 participants.

Mercy Ships Partnerships

As Mercy Ships prepares our vessel for a return to Africa to continue serving those in need, providing direct surgical care and medical training we furthered our work in Africa through the several partnerships in 2020. Mercy Ships partners with a number of reputable international organizations to increase our impact and serve more people.



A few of Mercy Ships current international partners include the WHO (World Health Organization) Regional Office for Africa, SPECT (Sterile Processing Education Charitable Trust), Medical Aid International UK, and WFSA (World Federation Society of Anesthetists), among many others.



Mercy Ships Canada

As a result of our desire for continuous learning and improvement the following insights and lessons learned were determined as part of the work of the Joint Program Committee.

Impact of COVID

The COVID pandemic suspended surgeries on the *Africa Mercy* in March 2020 and experienced delays, including the SPECT Senegal 2019 project.

Joint Programs Committee Membership

A Joint Programs Agreement between Mercy Ships Canada and Mercy Ships was entered into on January 1, 2017, and a Joint Programs Committee was established. The composition of the Committee membership changed as result of changes in the responsibilities of personnel for both Mercy Ships Canada and Mercy Ships. Consequently, efforts were made to orient the new members. Continuity of staff resources and Committee membership is beneficial in the renewal process.

Joint Programs Business Processes

The Capin Crouse Joint Programs audit allowed the Committee to confirm that expenses and revenues were presented correctly. We learned that the process is working as anticipated.



For the *Global Mercy* YAG Laser Eye Equipment project, the final cost of the laser was almost double the original price estimate. The original budget was amount was US \$25,000. It was informed by a previous purchase of a YAG laser that was installed on the *Africa Mercy*. The old model ended up no longer being available and Mercy Ships was able to get a slightly higher end model for US \$42,567. This new model will enable Mercy Ships to do medical capacity building with it as well. The lesson learned is that there could be benefits to considering having a contingency amount in the budget and approval process.
