

MERCY SHIPS CANADA

2018 Annual Report

Forty Years Looking Forward



Who is Mercy Ships?

Mercy Ships is an international development organization that deploys hospital ships to some of the poorest countries in the world, delivering vital, free healthcare to people in desperate need.

As well as completing thousands of urgent operations onboard its floating hospital, the Africa Mercy, Mercy Ships works closely with host nations to improve the way healthcare is delivered by training and mentoring local medical staff, and renovating hospitals and clinics.

Founded in 1978 by Don and Deyon Stephens, Mercy Ships has worked in more than 55 countries, providing services valued at more than \$1.2 billion. By improving healthcare delivery in every country we visit, Mercy Ships is working to eradicate diseases of poverty.

Mercy Ships follows the 2,000-year-old model of Jesus by bringing hope and healing to the forgotten poor, mobilizing people and resources worldwide to serve people in need without regard to race, gender or religion.

Founded in 1989, Mercy Ships Canada is a key member of the Mercy Ships global partnership. The transformation of lives and improvements

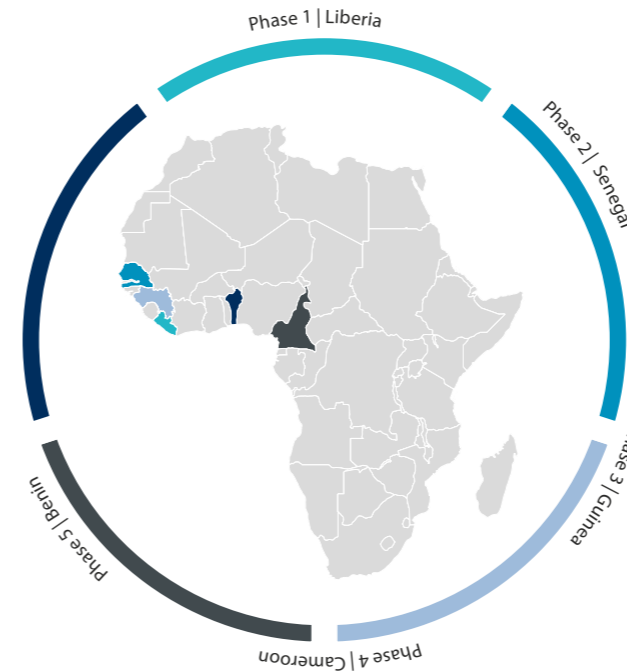
to healthcare in the nations where Mercy Ships has worked over the past 22 years would not have come to life without the generosity of the Canadian public, corporate partners, churches and volunteers.

Stories such as those of Miracle and Samory on pages 13 and 17 of this report show the profound impact of Mercy Ships work and how Canadian support makes a significant difference.

As a registered charity, Mercy Ships Canada fulfills their charitable purposes by carrying out programs and projects. This report outlines specific activities – based on the 2018 strategy – which were undertaken to meet our mandate during the financial year that ended on 31 December 2018.

IMAGE: The Africa Mercy, currently docked in Conakry, Guinea.

BELOW: The Mercy Ships Country Engagement Plan. Mercy Ships delivers a customized five-year partnership model with every country it is invited to support. The aim is to tackle the root causes of the problems rather than just the consequences.



From the Founder of Mercy Ships

I like to look to the future. One of the lessons I have learned is that if you keep moving forward and keep persevering you will find a way. However, this is the 40th anniversary year of Mercy Ships and it would be wrong not to reflect on the journey that has made us what we are today. It is a journey that we are still travelling and one that makes us stronger as we go forward.

When I look back at the last 40 years, I can't help but shake my head in wonder. There were a few bumps along the road, but together we have overcome them all. I am so thankful and humbled by what we have achieved. We have seen 95,000 life-changing operations, over 42,250 local healthcare professionals trained, and over 445,000 dental procedures — and we are so grateful for the many other countless lives who have been impacted in the last 40 years.

However, there is so much more to do. So many people suffer from preventable diseases and lack of safe, surgical care around the globe. We can and will do more to help. We have become more and more effective at what we do. We are currently building the Global Mercy, our first purpose-built hospital ship. I see no reason to stop there.

To everyone who has been part of our journey, who has served so willingly, offering so much to those who have so little, and to those who will be a part of our future, thank you.

Don Stephens
Founder



IMAGE: Don Stephens, founder of Mercy Ships.

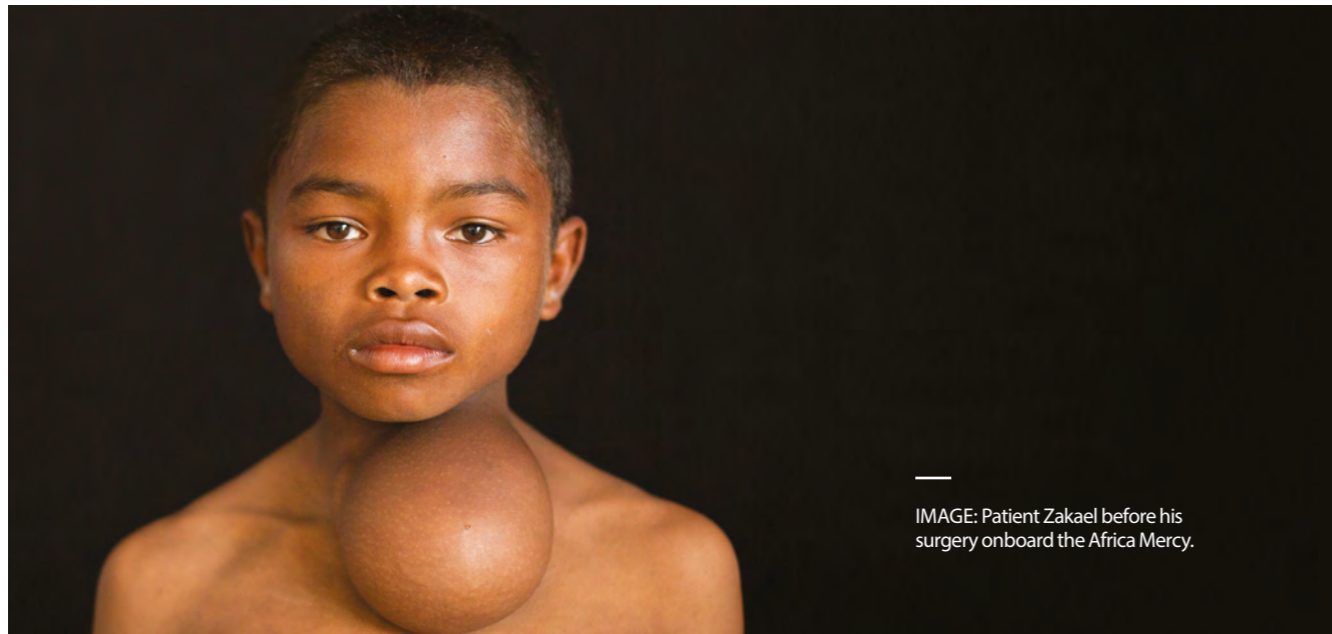


IMAGE: Patient Zakael before his surgery onboard the Africa Mercy.

From the Canadian Chief Executive Officer

As Mercy Ships Canada celebrates 40 years of healing, I feel blessed to be joining the work at this exciting time. I am filled with awe over the faithful leaders, partners, donors and volunteers who have built this mission of providing life-transforming surgery for the world's forgotten poor.

Mercy Ships Canada has much to be proud of in Canadians' contributions to the global work of Mercy Ships. In 2018 thousands of caring Canadians from coast to coast came together to fund projects in Cameroon and Guinea, plus more than 100 Canadian volunteers invested their skills aboard the Africa Mercy in her 2018 ports of service.

Life-giving legacies have been realized in our Canadian projects, including the HOPE Centre, the SPECT sterile processing work, and hospital chaplaincy programs. These initiatives not only advance the Mercy Ships mission to transform individual lives – they also strengthen the medical capacity of entire nations. Partnerships with local medical practitioners and national authorities cascade waves of hope and healing ashore, long after the Africa Mercy sets sail.

As we move forward in 2019, I am humbled with the responsibility to expand our Canadian contributions to the global efforts of Mercy Ships. Our focus in the coming year will include strengthening our team's capacity within Canada to reach across our land with new awareness efforts in English and French, securing resources for the work ahead, and recruiting more Canadian volunteers to serve aboard than ever before.

As we launch into new horizons of hope and healing, I invite you to deepen your engagement with us. Track our progress on our website as we complete our field service in Guinea and set sail for Senegal in August 2019. Explore new ways to contribute your skills and resources to the work. Celebrate and share stories of impact on social media, and spread the word in your workplaces, schools, houses of worship and circles of influence. With your help, and by God's grace, countless new Canadians are sure to join our efforts – spreading a joy of healing that encircles the globe.



Jamie McIntosh

Jamie McIntosh,
CEO, Mercy Ships Canada

From the Canadian Board Chair

What greater achievement can there be than dramatically changing the survival and mortality odds for some hundreds of thousands of the world's poorest people? During this past year of reflection and gratitude, we celebrated this 40th year of our cumulative legacy of life-saving free surgeries, while providing full-scale trainings of local health professionals. This past year has also marked three decades of Mercy Ships operational history in Canada, a significant milestone for our head office in Victoria, BC. Behind these milestones and achievements there are thousands of acts of generosity, including hundreds of dedicated Canadian volunteers who have provided service on the Africa Mercy, and passionate, caring supporters like you.

As Mercy Ships Canada looks towards its future, we are acutely mindful of how grossly imbalanced surgical care is between Sub-Saharan Africa and the rest of the world. In Canada, it is estimated that 10,000 surgeries are performed every year per 100,000 adults, while in Sub-Saharan Africa, that number is 300 operations. In the countries where Mercy Ships serves, vital access to safe, affordable, timely surgeries is extremely limited. As we move forward, we are committed with our prayers to contribute our services to make the world a better place for some of the most marginalized children and adults in Africa.

To this end, in 2018 Mercy Ships Canada moved into a transition year, with a new Strategic Vision and the objective to chart a course toward a higher performing organization. Our Board of Directors determined that with the Mercy Ships second hospital ship under construction, we should scale up to its next level of organizational competence. This means achieving nation-wide name recognition, welcoming the addition of several very skilled new Board Members, and awaiting accreditation from Imagine Canada's standards of excellence.

The Board is delighted to report that a highlight of this past year was the appointment of Jamie McIntosh as our new CEO. On the 19th of December 2018 Jamie stepped into the shoes of Tim Maloney, who over a decade contributed enormously to building Mercy Ships Canada as a strong organization. We anticipate that through this transition of leadership, the message of Mercy Ships Canada will reach more Canadians and inspire thousands of new volunteers. We have every confidence our CEO will energize our exceptional staff and that his infectious enthusiasm will drive the launch of our new office in Eastern Canada to better serve the whole of the country.

As we turn our attention to the coming year and the much-anticipated completion and inauguration of the Global Mercy, we envisage a bright future for Mercy Ships Canada. We sincerely appreciate our many donors and volunteers, and continue to count on your compassion and support in the shared collaboration of changing the odds and transforming lives. On behalf of our Board, I offer a heartfelt thank you!



Marilyn Collette

Marilyn Collette,
Chair of the Board

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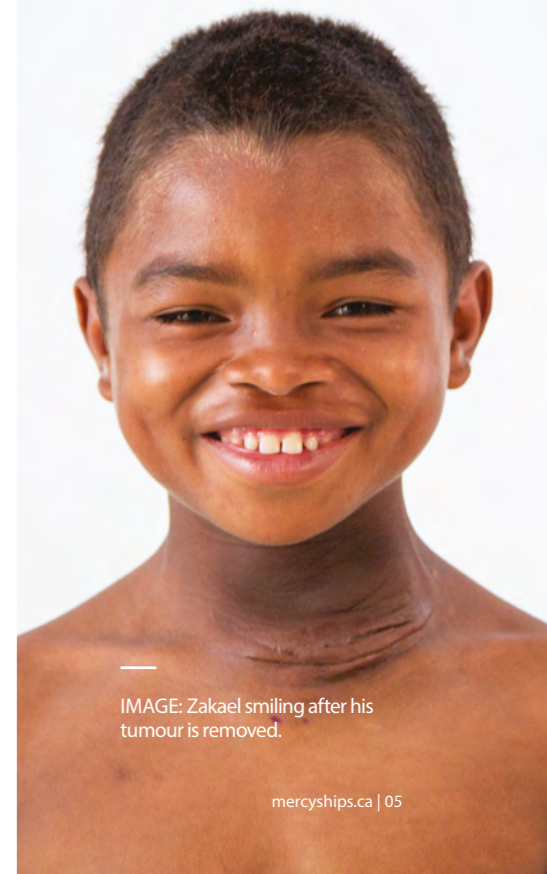


IMAGE: Zakael smiling after his tumour is removed.



IMAGE: Mercy Ships President Rosa Whitaker

Interview:
Mercy Ships President Rosa Whitaker

Mercy Ships: A Lasting Impact

Rosa Whitaker became President of Mercy Ships in June 2018, taking over from the founder, Don Stephens. Rosa is a champion of Africa who has been recognized for her work for the continent numerous times. She is passionate about empowering the peoples and nations of Africa to shape their continent's rise on the global stage.

What do you see for the future of Africa in transforming its health systems?

My dream is that when historians come to tell the story of the 21st Century, Africa's emergence as a dynamic engine of global growth and prosperity will be one of their major themes. Many interlocking pieces have to fall into place for that dream to be realised. One of those pieces, a critically important one, is health.

Mercy Ships is doing more than providing much-needed health treatment and life-saving surgeries, we are providing medical training, establishing health partnerships, catalysing health infrastructure development – leaving a legacy and a culture of care when we disembark. We understand that the value of a human life is incalculable. We bring that awareness with us everywhere we go.

Our practices are increasingly being adopted and

incorporated into newly devised and more comprehensive healthcare systems in African countries.

Increasingly, African governments not only have to adopt plans that ensure holistic and equitable medical systems, they have to have institutions that educate and train doctors, nurses and medical personnel at all levels.

I believe that African governments can meet this challenge if there are models that are developed and financed that factor in the specific needs, resources, cultures and capacity of each country. Additionally, there have to be visionary and compassionate leaders in place who are cognisant of the God-given and inalienable rights of each of their citizens to health.

How do you see the future of Mercy Ships and our role alongside African organisations?

Increasingly Mercy Ships is recognised as committed, long-term partners of the health authorities, practitioners, institutions and non-governmental organizations (NGOs) in the countries where we operate. I see our partnerships in Africa deepening, especially in the training and mentoring arena, as we move forward and as our own capacity grows with the addition of our new ship.

What inspires you in your work?

I am inspired by my faith, by the faith, generosity, love and energy of our amazing volunteers and supporters, and

“Having been President for 40 years I couldn't be more excited about handing the reins to Rosa Whitaker. Her faith and dedication to the continent and peoples of Africa is truly humbling and Rosa's leadership in Africa is recognised by all.”

- Don Stephens, Founder

by the extraordinary grace, courage and resilience of the people of the continent that calls me.

What also inspires me is what Mercy Ships does to save the lives of vulnerable Africans, in particular children. I have seen the difference Mercy Ships has made in correcting serious, debilitating birth defects and crippling injuries and in dealing with the ramifications of people living in unhealthy and dangerous environments.

The fact that Mercy Ships keeps moving forward with its mission and continues to take positive action in alleviating suffering and in addressing the plight of the those most in need, unfettered by dire circumstances and statistics, inspires not only me, but countless other people.

At a time when some have grown complacent or uncaring about the fate of the most vulnerable among us, Mercy Ships remains true to its Christian calling to serve the poor and downtrodden.



IMAGE: Cleft palate patient Mohammed with his mother.

What are the biggest challenges Mercy Ships should tackle that we are not yet tackling?

Mercy Ships never leaves a port without all of us wishing we could have done more, reached more patients, and changed more lives. The challenge is to leave behind the knowledge, skills, inspiration and tools that enable our partners to keep doing the more we wished we had done. Sustainability and reach are big challenges. We are tackling them but they are multifaceted, requiring constant attention and imagination. There's still a lot of tackling still to do and always will be.

You have talked about “smart aid” in the past. How do you rate Mercy Ships impact on the ground?

Smart aid is aid that respects recipients, listens to and understands them and consciously seeks to make itself unnecessary. It is the opposite of aid that is designed, as is too often the case, for the benefit of the donor. I am deeply proud of the selflessness of the model of Mercy Ships and of the compassion, humility, dedication and empathy our volunteers bring to their mission.

I would go so far as to say that Mercy Ships is the best possible example of “smart aid.” One needs only to review our history and achievements on page 19. Often times, those of us who are an integral part of Mercy Ships forget the enormous contributions that have been made thus far.

And, we have done all this using a model unusual in the philanthropic world. With a few minor exceptions, everyone aboard our ship - and soon to be ships - from surgeons to cooks and other support staff has not only volunteered their time but are paying the full cost of being aboard with their own funds or funds they have raised themselves. This maximizes the bang our donors and partners get for their donations and investments.

If you want to put a number on the value of the services and materials Mercy Ships has donated over the years, our accountants say it is in the order of \$1.5 billion, impacting more than 2.5 million direct beneficiaries. But can we put a price on what that \$1.5 billion has purchased? No. You cannot put a price on hope and happiness. You cannot put a price on the joy that a mother experiences when her baby girl's cleft palate is repaired, enabling the child to be breastfed and sparing her from a lifetime of humiliation. You cannot put a price on what a young boy feels when bandages are removed from his eyes and he finds sight restored.

These contributions go far beyond “smart aid” as they catapult Mercy Ships to the highest level of philanthropy and service.

A life transformed

Ulrich Stands Tall

Your support has been transforming lives in Cameroon
– And Ulrich is the living proof

“What do you want to be when you grow up?” someone asked 12-year-old Ulrich.

“I want to be tall like my friends,” he said with a smile.

Even experienced nurses onboard the Africa Mercy had never seen a case quite like Ulrich’s. He was born with dislocated knees and a condition known as Quadriceps Contracture – the leg muscles don’t develop at the same rate as the bones, causing the legs to bend drastically backward.

His mother, Georgette, tried desperately to

find Ulrich the surgery he needed. But the cost of surgery and the severity of his condition defeated her hopes. “Surgeons wouldn’t touch him,” Georgette recalls. “It was hard to see him hurting. When he hurts, I hurt.”

Despite constant stares and ridicule, Ulrich adapted to his condition. He learned to walk with sticks made from sturdy branches. He even learned to climb trees higher than any other boy in his village! “When they couldn’t reach the tallest papaya, they’d call me! I’d be able to get it,” said Ulrich.

IMAGE: Ulrich before his surgery onboard the Africa Mercy.



But his determination to be like other boys took its toll. He developed pain in his hands and joints from supporting his body weight and from walking long distances. “I was worried that if I was feeling such pain now, it was only going to get worse as I got older,” he said.

It broke his heart that it was increasingly difficult for him to help his mother by working around the house, collecting firewood, and fetching water. “I was scared to grow up like that. I didn’t want this to be all my life was ever going to be.”

The day Ulrich arrived on the Africa Mercy for his free surgery, orthopaedic surgeon Dr Frank Haydon, who has volunteered with Mercy Ships for ten years, was shocked. “I’d never seen anything quite like it. Just when I think I’ve seen the worst case in my career, I meet the next Ulrich, and it keeps me going.”

“I didn’t want this to be all my life was ever going to be.”

- Ulrich

After several complex surgeries, Ulrich woke up with two straight legs in casts. He had a hard time believing they were actually his legs. The first time he stood up, he reached high to see if he could touch the ceiling. “The first time he walked, he went straight into his mother’s embrace. It was the first time he had been able to hug her since standing tall,” said volunteer nurse Kirsten Murphy.

And now, Ulrich is walking straight and tall into acceptance and into his dream of an education.

“Before, when I would walk in the street, people would stare at me. They thought I was just a handicapped person, and they treated me differently. Now, they will look again,” smiled Ulrich.

Before Ulrich left the Africa Mercy, he slowly walked up to Dr Haydon and handed him a very special gift ... his old walking sticks. He won’t need them anymore, thanks to mercy.

IMAGE: Ulrich standing tall, after his surgery onboard the Africa Mercy.



How Mercy Ships Works

With Host Nations



Phase 1. Protocol Signing

Mercy Ships listens, builds relationships and collaborates with the Presidential Office, Ministry of Health, other departments of the government, and NGOs. A collaborative effort has an increased impact. A protocol of commitment is signed, taking into account World Health Organization targets.



Phase 2. Assessing the Need

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



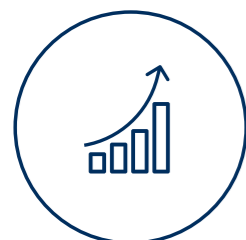
Phase 3. Ship Deployment

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 for local healthcare workers, renovations for local healthcare facilities and more.



Phase 4. Training & Support

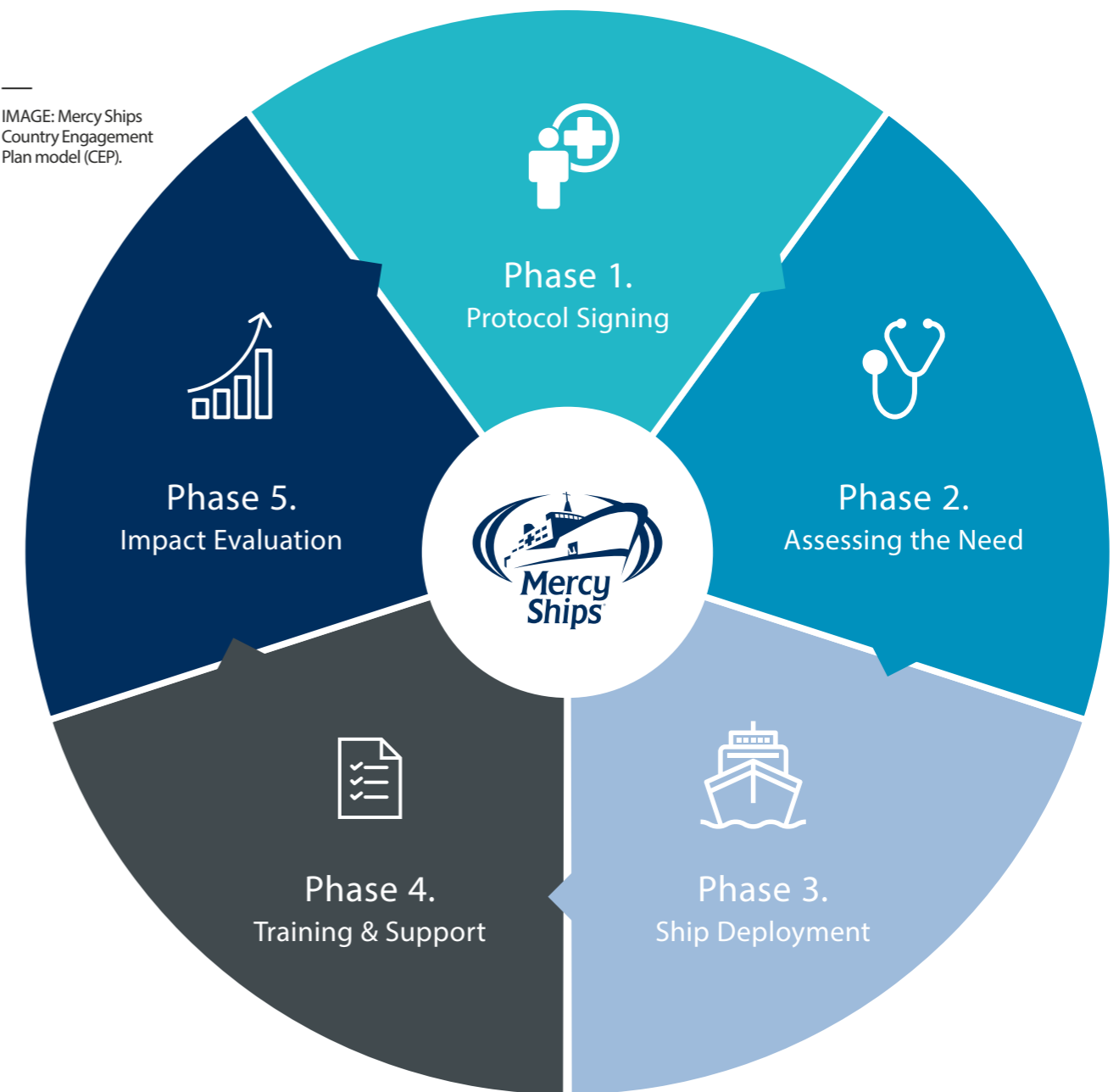
Project implementers return to provide additional instruction, learn about challenges faced by local healthcare professionals implementing learned materials and skills, and provide encouragement and additional input.



Phase 5. Impact Evaluation

Teams return to learn how Mercy Ships work changed the lives of patients and trained healthcare professionals, and what was sustained from hospital and clinic improvement. Lessons are learned and used to inform future field services.

IMAGE: Mercy Ships Country Engagement Plan model (CEP).



According to the Lancet Commission on Global Surgery, more than 17 million people die each year from conditions requiring surgical care. That is over three times the annual number of people who die from HIV, malaria and TB combined. There is an urgent need for significant growth in surgical capacity and training in developing countries in order to address this problem. Mercy Ships is committed to increasing its own surgical and training capacity, and to raising awareness of the need for, and impact of, surgery in these countries.

Among the countries Mercy Ships serves, which lie on the lower third of the United Nations' Human Development Index, access to safe, affordable and timely surgery is extremely limited. As a result, people suffer and die from "diseases of poverty" that can easily be cured through surgical intervention.

Mercy Ships tackles these diseases of poverty through three steps:

1. Offering direct medical care and surgery to local people.
2. Training and mentoring local health professionals.
3. Improving healthcare infrastructure.

To achieve this, Mercy Ships delivers a customized five-year partnership model with every country it is invited to support. Relationships are built with the national government and Ministry of Health, so that the unique needs of each country are met. In this way, Mercy Ships doesn't just address the immediate need on the ground, but also works to strengthen the country's healthcare systems and drive policy change. The aim is to tackle the root causes of health inequality rather than just the consequences.

In 2018, therefore, Mercy Ships was working in five countries. The ship was located in Cameroon and then Guinea, and the wider organization was also involved in Benin, Senegal and Liberia.



Phase 5. Benin 2016-2017 Impact Evaluation

Teams from Mercy Ships return to learn how our work changed the lives of patients and trained healthcare professionals, and what was sustained from hospital and clinic improvement. Lessons are learned and used to inform future field services.

Mercy Ships is in its fifth year of involvement with Benin in the current cycle. For ten months in 2016/17 the Africa Mercy docked in Cotonou, where the volunteer crew performed 1,957 surgeries; changing the lives of 1,793 patients. Mercy Ships also performed 15,109 dental procedures and trained and mentored 1,962 health professionals, helping local government with a sound foundation on which to build upon.

As part of the five year engagement plan with our host nation, an internal but independent team from Mercy Ships returns to Benin 12 to 24 months after project completion. The team's purpose is to evaluate the success of our capacity building programs and to conduct a thorough evaluation on the status of the project's sustainability, identifying any external variables that may positively or negatively affect the project's overall success. This is all part of ensuring that Mercy Ships increases its impact and leaves a lasting legacy by implementing proven interventions successfully, at scale in developing countries.

The findings are still being collated, but one result that has emerged is the successful and sustained use of the WHO Safe Surgical Checklist, introduced by Mercy Ships to Benin.

In Benin, the following areas were assessed:

- Use/maintenance of project materials and donated equipment
- Whether capacity building participants were sharing knowledge and training others
- How the training affected daily work practices/the lives of staff
- How training impacted the hospital as a whole
- Participants' recommendations for improvements/additional feedback on training (after two years)
- Recommendations to improve survey tools for future evaluations

When finished, the team's report will inform all future field services and be used for continued project design improvements in future field services.



Collaborative Growth

On the 1st July, 2017, in Cotonou, Benin, Mercy Ships opened our Africa Bureau under the directorship of Dr Pierre M'Pele. The Africa Bureau is the first Mercy Ships office in West Africa and underlines the commitment of Mercy Ships to the continent and its peoples. Dr M'Pele joined Mercy Ships from the World Health Organization (WHO) in 2016, where he served as WHO resident representative in four countries (including Benin) between 2007 and 2016. He has also worked as an international consultant for UNDP, International Federation of Red Cross and Red Crescent Societies, US Government, USAID, WHO and UNICEF.

Since opening, the Africa Bureau has concentrated on building relationships. Dr M'Pele and his team have worked towards signing and following up on protocol agreements with countries and key regional partners as well as providing support to post-ship activities in Benin.

Looking forward, the team will continue to work towards strengthening partnerships in Africa and the negotiation and signing of future protocol agreements. The team will also ensure that the experiences of Mercy Ships in Africa are shared with the public, private and NGO sectors, which is essential to fostering a collaborative approach to the elimination of diseases of poverty.

Miracle's story



A Miracle for Miracle

Two-year-old Miracle was born in Benin, and she suffered from a painfully windswept leg. Local doctors had not been able to do anything for this little girl. Miracle spent the first two years of her life trying to walk like the other children. She was so determined, even at that young age, but her attempts were always cut short by her twisted leg.

Then her mother, selling bread at the market, heard the words "orthopaedic surgery" and "Mercy Ships" on a nearby radio. She desperately listened, trying to hear the announcement over the noise of the crowds. Her prayers for her daughter had been answered: the Africa Mercy was coming to Benin.

Miracle and her mother walked up the gangway toward free surgery and a brighter future. When Miracle awoke, her leg was in a cast. It was straight for the first time in her life. During the days that followed there were times when Miracle struggled, but she persevered, encouraged by her mother, and the nurses and physios from Mercy Ships. Finally, the cast came off, and to Miracle's joy, her leg was straight.

Benin's First – and only – Plastic Reconstructive Surgeon

When she was 12 years old, Dr Fifonsi Odry Agbessi saw a woman who had been burned with acid. The woman's skin had fused together, pinning her chin to her chest. "There was not one plastic surgeon to help her in Benin," says Dr Agbessi. "I was so touched at her plight that it was at that moment that I chose my profession."

In West Africa, it's rare that medical professionals have the opportunity to gain advanced training, practice on newer technology, or collaborate with experts in their field. For that reason, many medical professionals leave to study abroad, and may never return, adding to the "brain drain" of the continent.

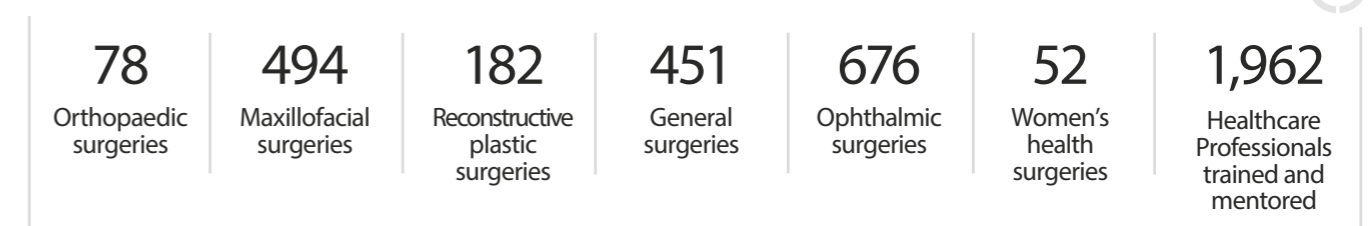
During the Mercy Ships 2016/17 field service in Benin, Dr Agbessi, Benin's only plastic-reconstructive surgeon, seized the opportunity to work alongside surgeons from Mercy Ships for more than 90 mentoring hours. By providing training for local surgeons and other healthcare professionals, Mercy Ships works to improve medical and surgical systems in the countries where it serves, exponentially increasing impact.

The goal is to improve the local quality of surgical care so that hope and healing continue long after the ship leaves the port.

IMAGES: Above: Orthopaedic patient Miracle. Below: Dr Fifonsi Odry Agbessi



Benin – The latest figures





Phase 4. Cameroon 2017-2018

Training & Support

Project implementers return to provide additional instruction, learn about challenges faced by local healthcare professionals implementing learned materials and skills, and provide encouragement and additional input.

The Africa Mercy departed Douala, in Cameroon, on 3rd June 2018, after ten months of hard work. While docked in Cameroon, the volunteer crew completed 2,746 operations, transforming the lives of 2,508 patients and their families.

Over 36,000 people from across Cameroon were screened by the local government and Mercy Ships. The statistics below show a breakdown of the surgical services delivered during the field service.

In addition, 9,220 patients were treated by dental experts from Mercy Ships, who delivered a total of 20,886 procedures, and the Ponseti clubfoot corrections team completed 447 procedures, transforming the lives of 24 patients.

Mercy Ships provided direct medical aid on the ground in Cameroon, but to increase our impact Mercy Ships also worked hard to train and mentor local medical staff with the knowledge and facilities needed to continue the work of Mercy Ships after the ship left.

The capacity building team from Mercy Ships trained and mentored 1,564 local health professionals in a variety of specialties. A total of 764 of these people received training in the WHO Surgical Safety Checklist.

Mercy Ships renovated three facilities across two hospitals – Central Laquintinie Hospital and at Nylon District Hospital – to function as the Mercy Ships dental clinic, biomedical workshop, and HOPE centre. After the field service, these renovated facilities were returned to the local health authorities, and are part of increasing the impact of Mercy Ships.

IMAGES: Below left: Ponseti patient Ibrahim gets fitted for corrective casts. Below right: Ibrahim walking on straight legs after his treatment.



Cameroon – The latest figures

82

Orthopaedic
surgeries

442

Maxillofacial
surgeries

165

Reconstructive
plastic
surgeries

237

General
surgeries

1,542

Ophthalmic
surgeries

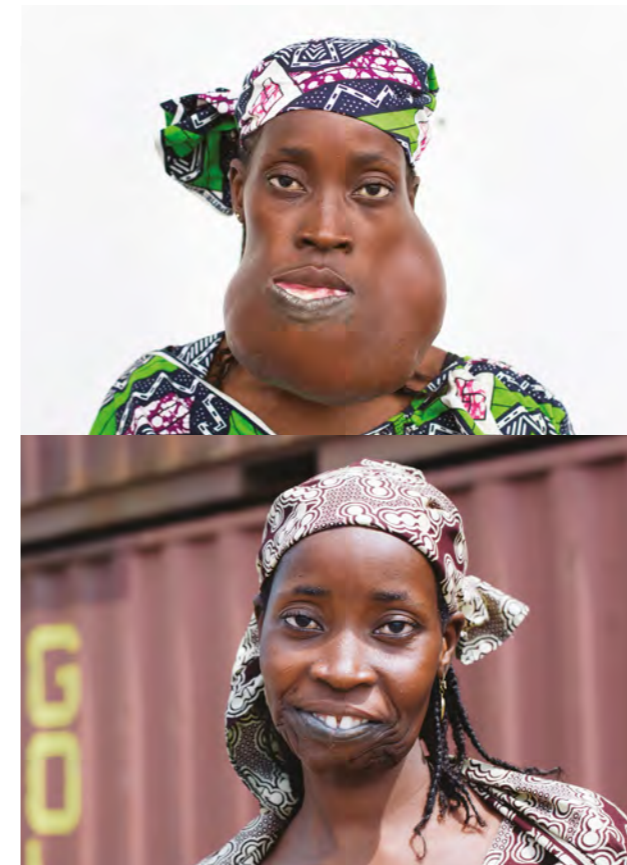
278

Women's
health
surgeries

1,564

Healthcare
Professionals
trained and
mentored

Yaya's story



Yaya's Transformation

Eight years ago, Yaya first noticed the lump that would eventually grow into a life-threatening tumour. In that time, the tumour grew aggressively, stretching across her face. With each passing year, Yaya found it harder to eat and speak and eventually the tumour would have threatened her ability to breathe, killing her.

Moonira, Yaya's nine-year-old daughter, could not even remember her mother without the massive tumour. Yaya battled against the odds, but in a region where healthcare is scarce, her attempts to receive surgery were unsuccessful. Yaya refused to give in. She fought — for herself, for her husband, and most of all, for Moonira. Finally, her miracle arrived in the form of a floating hospital!

After her tumour was removed and she began recovering, Yaya's energy was contagious! She was so excited to return home to her family and show them her transformation that she could hardly sit still! "I feel beautiful and happy!" she exclaimed. When her husband saw her for the first time after surgery, his joy was evident as he said, "You've become so beautiful!"

After recovering onboard the Africa Mercy, Yaya reunited with her daughter. She held on through the years for her daughter's sake, and now, they can rejoice and make new memories together.

A Lasting Legacy: Biomedical Equipment Training

In regions like West and Central Africa, biomedical equipment, which covers a whole range of machines from an anaesthesia machine to an x-ray machine, is scarce and often in poor condition. It is essential to any hospital, but only when working correctly. To leave a lasting legacy, Mercy Ships has partnered with Medical Aid International to find a creative and sustainable way to address this issue.

In Cameroon, Mercy Ships and Medical Aid International ran two eight-week courses, training 23 participants from nine different Cameroonian hospitals to properly maintain and repair medical equipment. The participants have been trained to teach others, allowing locals to take ownership of their own healthcare landscape and have a tangible impact in their own nation's wellbeing.

State-of-the-art equipment was also donated to the local hospitals, including a renovated biomedical workshop that will be used by the Ministry of Health, and participants receive support for two years after the course. "I've really appreciated this training course... it's very practical; they make sure you really know what you're doing and how the tools work. They take time to teach you the basics..." said Salomon Kodna Kwete, a biomedical technician working at a local Cameroonian hospital.

IMAGE: Above: Yaya before and after surgery. Below: Local healthcare professionals in training - creating a sustainable future for each country we visit.

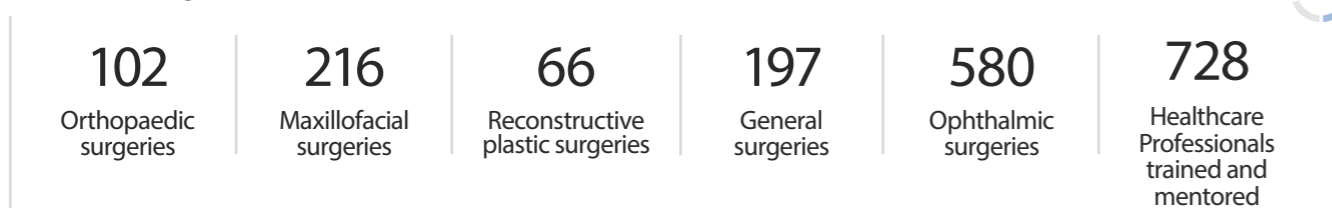




Phase 3. Guinea 2018-2019 Ship Deployment



Guinea – 2018 Figures



Following two years of collaboration, relationship building and assessing the need after the protocol signing, the Africa Mercy docked in Conakry, Guinea, on the 11th of August 2018, ready to deliver direct medical care to people in need and capacity building for the local healthcare systems.

This is Mercy Ships fifth visit to Guinea. The organization plans to deliver more than 2,500 free operations while the ship is docked in Conakry, and treat more than 8,000 dental patients. The Mercy Ships capacity building projects will train and mentor hundreds of local health professionals, providing skills and knowledge that can deliver improved healthcare long after the Africa Mercy has sailed on to the next port.

At the time of this report, the Mercy Ships volunteers have provided more than 1,000 free surgeries - see the figures above for a breakdown.

This translates into more than 1,080 lives transformed by free surgery so far this field service.

Mercy Ships has also treated more than 3,700 dental patients in Guinea; and more than 728 healthcare professionals have taken part in training and mentoring programs. Two buildings have been renovated – one at Gamal University for use as a dental clinic and the other at Boulbinet Health Centre for use as the HOPE Centre.

The Africa Mercy will remain in Conakry until June 2019.

IMAGE: Above: Isatu, maxillofacial patient after surgery.

Samory's story



Samory's Transformation

For Samory, it all started with a toothache. He had dreamed of becoming a mathematics teacher, but four years after the toothache began, Samory's dreams were in ruins; the neglected toothache had grown into a tumour.

Samory knew that there was not much hope. He was from a rural village and was unable to get medical aid. His mother tried to treat his tumour with traditional remedies, but to no avail. "The worst part was knowing that it was only going to get worse because there was nothing we could do," Samory said.

With every passing day, the pain grew; it got so bad that Samory decided to make the journey to the capital to seek help, even though he knew he could not afford it. But when he reached Conakry, he heard the good news he so desperately needed — a ship that would perform free surgeries had arrived in his home country!

Thanks to his courage, ambition, and the gift of safe, free surgery onboard the Africa Mercy, Samory's dreams were rekindled! "I am looking forward to picking up my studies again so I can become a mathematics teacher, just like I wanted to be before the pain began," said Samory. "Life is good once again!"

Changing the Landscape: Mental Health Awareness

In April 2018, the Mercy Ships Mental Health Program returned to Guinea. In many parts of Africa, mental health is a misunderstood disease, and is often viewed as a supernatural occurrence. Sufferers are not only unable to get the help that they need, but are often outcast and even locked up in prison or chained to a hospital bed.

To put things into context, in 2007 in Liberia, where the Mental Health program was launched at the request of the Liberian government, following its 14-year civil war, Liberia only had one psychiatrist and one psychologist to care for the entire population. In addition to the general need for psychiatric care, many of the country's inhabitants had been affected by the recent fighting and turmoil.

Since its launch in 2007, the Mercy Ships mental health team have visited over ten nations. Designed around the WHO Mental Health Gap Action Program, the Mercy Ships Mental Health Programme offers in-country training to promote early detection and treatment at lower levels of the healthcare system. Providing care at lower levels not only increases the number of available service providers but is highly cost effective.

The team often visits countries before the Africa Mercy, returning a few times to follow up and offer further training.

IMAGES: Above: Patient Samory before and after his surgery. Below: The Mental Health Program in Guinea.





Phase 2. Senegal 2019-2020 Assessing the Need

Mercy Ships is in its second year of involvement with Senegal. The protocol was signed in September 2017 and assessments began in the same month. These assessments cover Senegal's priority healthcare needs and infrastructure, Mercy Ships logistics and operational preparation on the ground and the port itself in Dakar.

In building the Mercy Ships program in Senegal, meetings have been held with key stakeholders across the national government, medical leaders and WHO representatives.

By August 2018, the full surgical schedule was approved for the Senegal field service, and the core elements of the Mercy Ships medical capacity building program were confirmed. The focus now shifts to ensuring that the key volunteer positions are filled throughout the field service.



Phase 1. Liberia 2020-2021 Protocol Signing

On the 9th October 2018, Mercy Ships signed a protocol agreement with the government of the Republic of Liberia, pledging life-changing medical care to the people of this nation. The Africa Mercy plans to spend ten months docked in Monrovia in 2020/21.

Signing the agreement is the beginning of a process of evaluation and assessment of Liberia's healthcare needs by Mercy Ships and the government of Liberia.

Mercy Ships draft operational parameters are currently being set with the key stakeholders, after which there will be a period of assessments before the surgical schedule is planned for the 2020/21 field service.

"Mercy Ships has a strong foundation of work with our people and has provided tremendous resources to our healthcare system... What we have seen, what we have experienced, is incredible beyond what I can speak to. As we work to strengthen the care we deliver, we are grateful to Mercy Ships for the investment of resources, training and genuine concern for the well-being of our people."

Dr Wilhelmina Jallah,
Liberia's Minister of Health

IMAGE: Bottom left: Local trainees learning how to treat clubfeet.



Since 1978...

Mercy Ships has provided services and materials in developing nations valued at more than \$1.2 billion.



55

Developing nations visited



592

Port visits by our ships



95,000+

Life-changing surgical procedures provided



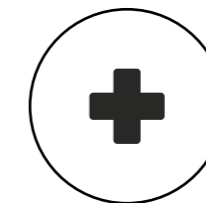
6,315+

Healthcare professionals trained to train others



445,000+

Dental procedures provided



42,250+

Professionals trained in their field of expertise



2.7 million

Lives impacted

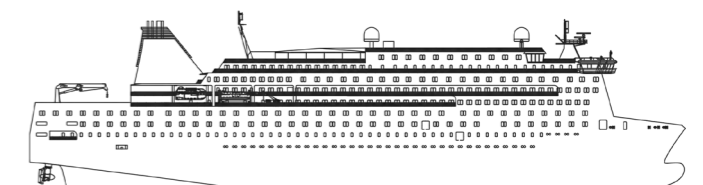


1,100+

Community development projects completed

The new ship

A new ship - the Global Mercy - that is currently being built by Mercy Ships in China, will more than double the ability of the organization to deliver direct medical care, while also increasing the potential for capacity building projects. The 12-deck, 37,000 GRT (gross registered tonnage) hospital ship will contain six operating theatres, more than 190 beds, and accommodation for more than 640 crew. Our aim is for the Global Mercy to be serving alongside the Africa Mercy by 2021.



Globally, five billion people have no access to safe and affordable surgery when they need it.

- The Lancet Commission

World Health Organisation and Mercy Ships Collaborative Agreement

On 28th August 2018 in Dakar, Senegal, Mercy Ships and the WHO in the African region signed a collaborative agreement to improve surgery and anaesthesia services in Africa. The agreement aims to increase access to surgical care, and build capacity of health workers to strengthen surgical care delivery systems.

The agreement was signed by WHO Regional Director for Africa Dr Matshidiso Moeti and Dr Peter Linz, International Chief Medical Officer of Mercy Ships. Dr Pierre M’Pele accompanied Dr Linz in his role as Director of the Mercy Ships Africa Bureau.

During their bilateral discussion, Mercy Ships and WHO highlighted the gaps in safe, affordable and timely access to essential surgical care, and underscored the need to ultimately work to ensure that no one is left behind.

Mercy Ships is hopeful that the formal collaboration with WHO will be one of those pillars in strengthening access to surgical care across Africa.

The agreement covers a range of activities including strengthening health systems and building the capacity of health workers, providing technical assistance to the integration of surgical, obstetric and anaesthesia services in National Health Sector Strategies and Plans. It also includes contributing to health infrastructure development and supplies in partner hospitals and clinics aligned with Mercy Ships programs and in collaboration with country priorities as well as documenting and disseminating surgical best practices for improving the quality of care.

Surgical Impact Evaluation Project

Mercy Ships is committed to collaborative research partnerships that further our own learning, improve project design and provide better evidence of the impact of our work. The findings are to inform other stakeholders in the healthcare sector in an effort to bring a collaborative approach to development efforts.

Revealed by the Lancet Commission, five billion people lack access to safe surgery. The next step in advancing surgical development is establishing quality tools to measure surgical outcomes and impact. Mercy Ships aims to be at the forefront of this effort, partnering with universities to ensure tools are developed to improve evaluation of surgical services.

In 2018, we launched a new partnership with Harvard Medical School and Massachusetts Eye and Ear infirmary to develop objective, scalable, valid, and replicable tools and processes for impact evaluation of Mercy Ships direct medical services and medical capacity building projects in the host nations.

The broader aim of this research project is to produce research tools that will not only advance NGO measurement of surgical outcome and impact, but also help developing nations measure and improve their surgical quality and capacity.

Through greater integration of peer-reviewed protocols and the increase of the Mercy Ships fleet, our vision is to see a flourishing healthcare system in African nations, built on the foundations of affordable quality surgical and anaesthesia care and a collaborative approach to global healthcare challenges between the public, private and NGO sectors.

IMAGE: Local surgeons using the WHO Safe Surgical Checklist.



The Mercy Ships Volunteer Model

An average of 1,000 volunteer crew, from up to 40 nations, serve onboard the Africa Mercy each year – and up to 400 volunteers are working on the ship at any one time.

In addition to the expert volunteers who deliver Mercy Ships medical programmes, the crew also includes marine specialists, IT experts, catering staff and a variety of other non-medical positions that are vital to ensure the ship is fit for purpose.

These dedicated professionals ensure that resources can be maximized in the nations we serve.



IMAGE: Above: Ward nurse Lauren plays with young patient Marie onboard the Africa Mercy. Below: Canadian Paediatric Surgeon Dr. Sherif Emil examines a patient onboard the Africa Mercy.

Mercy Ships Canada Volunteers

EVERY YEAR OVER 1,000 VOLUNTEERS FROM OVER 40 COUNTRIES DONATE THEIR TIME AND PROFESSIONAL SKILLS TO SERVE ONBOARD THE AFRICA MERCY.



Dr. Glen Rodgers

Dr. Glen Rodgers from Scarborough, Ontario, has volunteered with Mercy Ships as a dentist every year since 2014. Dr. Rodgers first joined Mercy Ships in the Republic of Congo, serving at the tail end of the field service in April 2014 for two weeks. The dental team is one of the busiest on the Africa Mercy, caring for thousands of patients each field service through clinical care and education.

"One thing is to have faith; it's another to be able to put it in to practice. Mercy Ships has afforded me the very satisfying opportunity to live out my Catholic faith by carrying out its most central tenant: to be of service to the world's poor and destitute. The experience is made even more enjoyable by sharing the time onboard with a warm, compassionate and energetic crew."

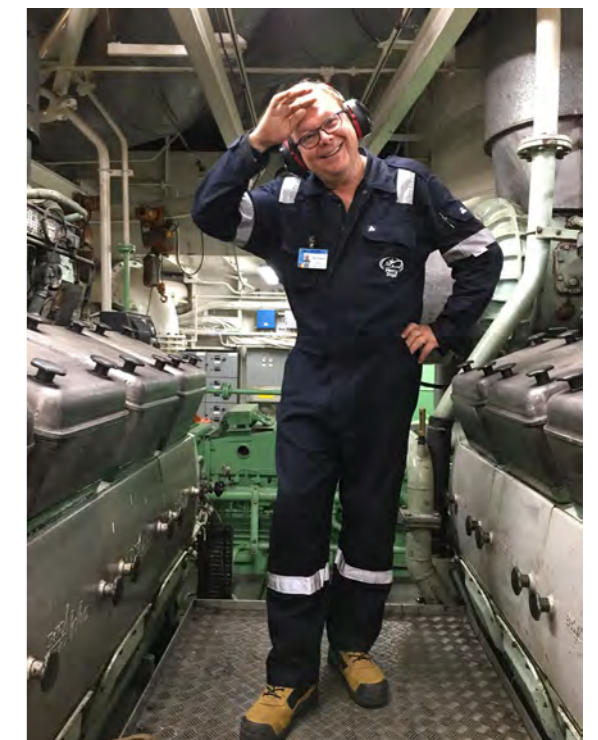
Dr. Rodgers intends to use his French language skills from his studies at Université Laval in Quebec City to further his involvement with Mercy Ships in Africa.

Ray Scheepstra

Ray Scheepstra from Erin, Ontario, volunteered with Mercy Ships as an electrician in Las Palmas, Cameroon, and Guinea. Ray brings his 29 years of experience to the ship's engineering department, where he used his technical skills to ensure the ship runs safely and efficiently. Volunteers like Ray ensure our crew and patients are safe and able to do their jobs onboard the Africa Mercy.

"I enjoy working on board during field service, where I have an opportunity to live and work with so many like-minded people from around the world. Whatever department you serve in someone always has your back. There are many state-of-the-art systems on board that can be challenging to troubleshoot and repair, it stretches a person."

Ray has filled in short term to cover when long-term crew take personal time off. Most recently, Ray celebrated the New Year by joining volunteers from around the world on the Africa Mercy. What a great way to start 2019!



Marsha Tanner

Marsha Tanner from Petite Riviere, Nova Scotia, boarded the Africa Mercy for the first time in March 2016 during the Madagascar field service. She rejoined Mercy Ships October 2017 in Cameroon and most recently in Guinea for the 2018/19 field service. Marsha has served with Mercy Ships in various capacities as a nurse, bringing crucial care, comfort and love to patients as they embark on their healing journey.

"I am continually drawn to return to Mercy Ships to experience first-hand the results of changing lives for those who have lost hope and are in such great need of healing from conditions that are the source of physical and emotional suffering. I continue to receive a great deal of fulfilment from witnessing improvement in patient outcomes. Hope and healing is the essence of the work Mercy Ships continues to do and I feel very honoured to be part of this process."

Marsha remains engaged in promoting the work of Mercy Ships by raising awareness through the Speakers Network.

IMAGES: Left: Marsha Tanner with a patient in the hospital ward. Top: Canadian Crew in front of the Africa Mercy.

IMAGES: Top: Canadian Crew in front of the Africa Mercy. Bottom Right: Ray Scheepstra working in the engineering department

Canadian Projects

The HOPE Centre

In 2018, Mercy Ships Canada completed the Hospital Out-Patient Extension Centre (HOPE Centre) in Douala, Cameroon. Since March 2017, Mercy Ships Canada has worked towards this goal of establishing a safe, secure, hygienic facility that would not only support the 2017/18 field service in Cameroon, but also help build the medical capacity of the region.

Prior to arriving in Cameroon, the Cameroon Ministry of Public Health and Mercy Ships worked together to locate a site that would become the HOPE Centre. A site adjacent to the Nylon District Hospital was selected, on a compound with several buildings in serious need of repair. Mercy Ships committed to supporting a full renovation of the site, which included a single-floor office building, a two-story adjacent building to the office building and a large warehouse facility. Several outbuildings were also on-site and available to further expand the HOPE Centre. The planned renovations of the chosen site were completed prior to the arrival of the Africa Mercy in July 2017, and served as a vital centre to support the work throughout the following field service.



After departing Cameroon in August 2018, the new renovated facility was returned to the Cameroon Ministry of Public Health to expand the capacity of the medical services provided by the local hospital. One to two years after the departure of the Africa Mercy, an internal independent team will return to Cameroon to determine the longer-term impact of the project. Here, Mercy Ships will measure success based on the use of the facility as an extension to the Nylon District Hospital. The HOPE Centre project leaves a legacy of Canadian generosity and exemplifies the long-term impact Mercy Ships partners can have in building the medical capacity of the nations we serve.



IMAGES: Top right: The completed Cameroon HOPE Centre. Bottom: Orthopaedic patients at the HOPE Centre.

Sterile Processing & Mentoring

Throughout the 2017/18 field service in Cameroon, Mercy Ships partnered with the Sterile Processing Education Charitable Trust (SPECT) to improve instrument sterilization standards of Cameroonian hospitals and provide training to sterile processing technicians.

Led by Canadian Christina Fast, the project sought to bolster sterilizing techniques, thereby decreasing risk of patients developing surgical site infections. Training sterile processing technicians helped to ensure that the instruments, equipment and facilities used by participants at their local hospitals are properly cleaned and sterilized.

To fully understand this need for sterile processing training, Mercy Ships and SPECT collaborated with the Cameroon Ministry of Public Health to identify participants to take part in the sterile processing course. The selected participants and hospitals underwent an assessment to determine the gaps and weaknesses in their current processes, allowing the facilitator to customize training to the exact needs of participants and hospital facilities.

In 2018, 22 healthcare workers from local hospitals in Guinea were trained in sterile processing best practices. An additional 15 participants completed a Training of Trainer (TOT) program that will allow them to teach others the principles and skills associated with medical device reprocessing.



Hospital Chaplaincy

Mercy Ships Canada is a primary supporter of the Hospital Chaplaincy project. The Hospital Chaplaincy project goal is to provide holistic care to patients, focusing on their spiritual, social, psychological, emotional and physical needs.

The activities of the project include addressing these needs in chaplaincy sessions, providing patients and caregivers with spiritually enriching opportunities, including regular worship, words of encouragement and prayers.

In 2018, 800 general counselling sessions plus 177 one-on-one HIV counselling sessions were conducted by Hospital Chaplaincy.



IMAGES: Top Right: Canadian volunteer Christina Fast leads SPECT training. Bottom Right: A patient is counselled by Hospital Chaplaincy.

2018

2018 Mercy Ships Canada Financial Statement

Visit mercyships.ca for our financials

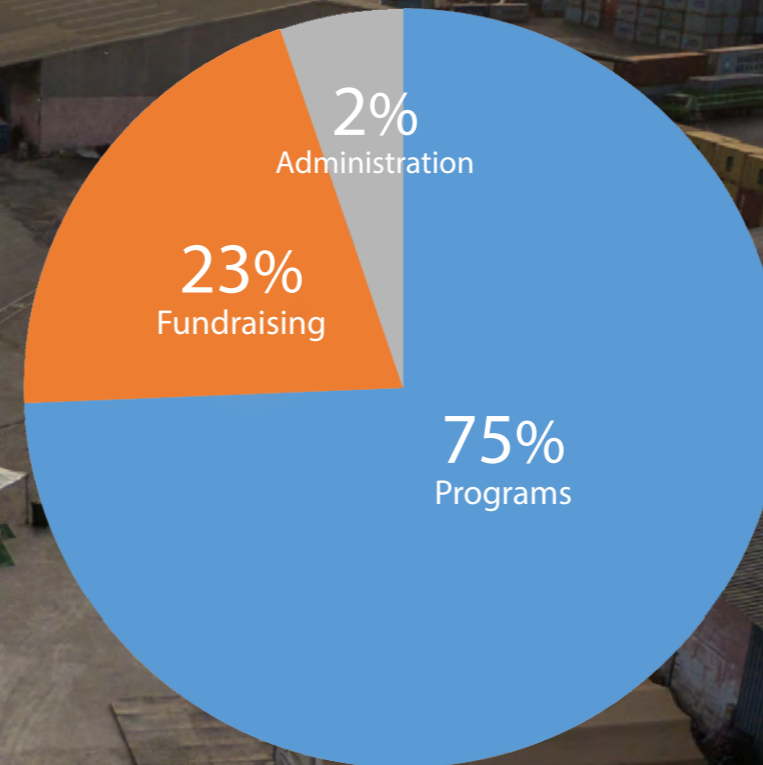
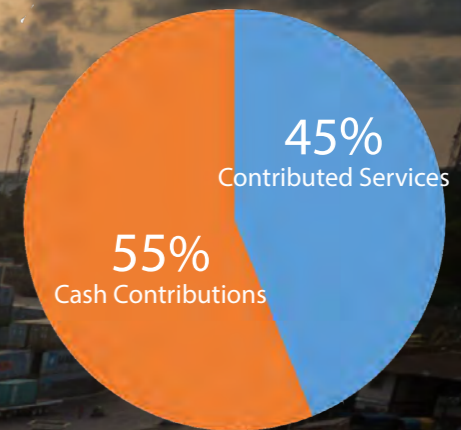




IMAGE: Gamai at play on deck 7 during her recovery.

Mercy Ships Canada Board of Directors

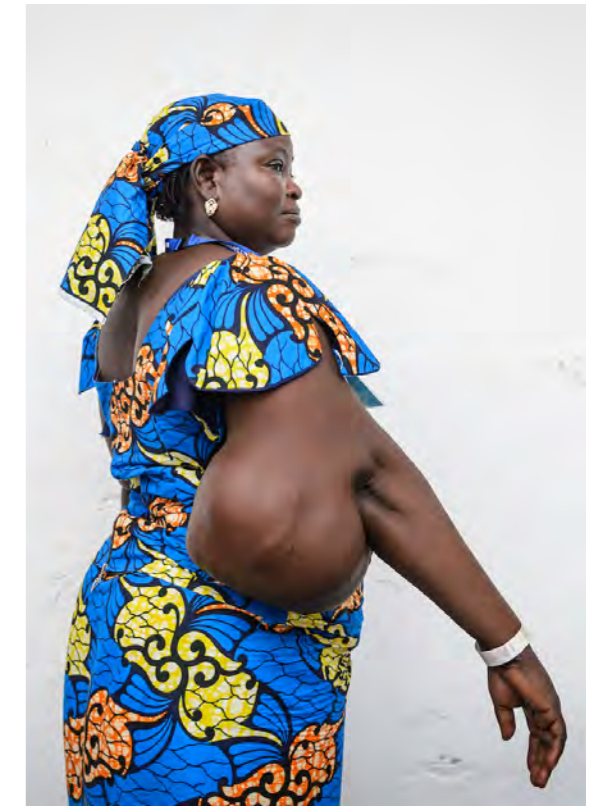
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Mercy Ships Canada relies on a small dedicated staff to organize volunteers, manage administration and raise funds for projects and programs.



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Compliance Officer
Rosie Smyth



IMAGES: Fanta before and after surgery.

How you can help

The work of Mercy Ships work is only made possible by the generosity of supporters and volunteers.

With your help, Mercy Ships can continue to provide life-changing medical treatments and surgeries onboard the Africa Mercy, and help build medical capacity in the nations we visit.



Donate

Make a regular monthly donation to Mercy Ships Canada. Visit www.mercyships.ca/donation or call us at 1 866 900 7447.



Be an advocate

Join our Speakers Network and spread the word about the work of Mercy Ships to your local church, school or event. Call 1 866 900 7447 or email msca@mercyships.ca for more information.



Get involved

Help raise funds for Mercy Ships Canada by hosting your own fundraising initiative! Call us at 1 866 900 7447 or email msca@mercyships.ca for more information.



Nominate us

Nominate Mercy Ships as a charity of choice in your workplace, school, church or organization.



Leave a legacy

Leave a legacy of hope and healing by remembering Mercy Ships in your will. Contact us at 1 866 900 7447 or email msca@mercyships.ca.



Volunteer

Volunteer on board the Africa Mercy. Contact us at crew.coordinator@mercyships.ca.

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"You enable many of our people to live again, to become part of society in a normal way – no longer an object of pity, no longer silenced by their handicap, no longer ashamed of their condition. We thank you."

- Her Excellency Ellen Johnson Sirleaf, Former President, Liberia

Thank you

Thanks to you, Mercy Ships is able to provide free, life-changing surgeries to children, families and communities in desperate need. Your support truly transforms lives, and we are so grateful for your partnership.

IMAGE: A patient smiles at a Mercy Ships photographer



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