

STARS[®]



RESPONDING TO THE CALL

2015/16 COMMUNITY REPORT





STARS' VERY IMPORTANT PATIENT, JENNIFER OAKES, LOST HER LEG IN A BOATING ACCIDENT
PHOTO BY LEAH HENNEL, CALGARY HERALD.

Patient nets spot at Rio Paralympics

Innovative blood on board program aims to provide better outcomes

The first question Jennifer Oakes asked doctors after losing her leg in a boating accident was when she could play volleyball again.

A little more than a year later, Jennifer competed at the Paralympics in Rio after earning a spot on Canada's sitting volleyball team.

She credits a long list of people for helping to realize her dream – including the team at STARS.

"STARS is a big part of the reason I am still alive, playing volleyball for my country and enjoying my life," she said.

Jennifer had been enjoying a carefree day on a lake with friends when she leaned over the motorboat. Suddenly, she was overboard, under the water. As the boat passed over, the propeller

sliced into her right knee and lower leg. Instantly, she was thrown into a fight for her life.

Six months earlier, in December 2013, STARS launched an initiative called Blood on Board that would play a key role in saving her life. The idea was simple but ambitious: stock blood right at the STARS base so medical crews could bring it with them for trauma patients, saving the time previously needed to stop off at hospitals while en route to the patient.

STARS was the first helicopter EMS program in North America to launch such an initiative, and it proved to be a quick success. Today, it is available at every STARS base.

In Jennifer's case, access to blood on the flight to the hospital was crucial in

saving her life. During the 30-minute flight, four units (about two litres) of blood was transfused – the entire supply available. Doctors have told her that without the blood, she likely wouldn't have survived the trip.

Jennifer hasn't just survived – she has thrived in the face of the unknown, as many of our patients do.

"I've battled through the hardest time of my life, but through my accident and through my fight I've found sitting volleyball and have experienced one of the greatest opportunities for any athlete," said Jennifer. "Regardless of my amputation, my family believes I can do anything I set my mind to."

To read more about Jennifer and STARS' blood on board program visit: starshorizons.ca/blood



PRESIDENT AND CEO ANDREA ROBERTSON

STARS responds to the call

Community support helps us be there for the next patient

Ask anyone at STARS what the most rewarding part of their job is and you will likely hear a universal answer: meeting our patients.

It's those people – we call them Very Important Patients – who remind us every day that STARS is needed to help them fight for life.

What we find so inspiring is their ability to face their fears and conquer the unknown after living through something so incredibly traumatic.

There are countless stories. We have a patient who returned to his farming career after sustaining a paralyzing spinal cord injury; another who recovered in time for his son's wedding after suffering a heart attack and a young boy who is excelling at school and in hockey when his family feared recovery wouldn't be possible.

There's Jennifer Oakes, who had her leg amputated after a boating incident and a little more than a year later competed in the Paralympics in Rio with the Canadian women's sitting volleyball team.

As they looked ahead, these patients were likely worried and uncertain. And

while they had support from family and friends, none of them knew what the future held.

Today they are thriving – much like STARS.

When we launched our first base more than 30 years ago we didn't know what the future held. Would the community support our fledgling non-profit? If so, for how long? It's hard to believe we have flown more than 33,000 missions across Western Canada.

This year is extra special as we celebrate two major milestones in our organization. It's been 10 years since we first went "skids up" in Grande Prairie and very quickly established ourselves as a key part of the health-care system in northern Alberta. The Edmonton base, meanwhile, is celebrating 25 years of caring for patients on what is likely their worst day. These achievements are only possible thanks to the communities who steadfastly support us.

As we look to the next 30 years, we couldn't be more proud.

We couldn't be more ready to respond to the next call.

NOTABLE ANNIVERSARIES

It was December 2007 when STARS' Glenda Farnden stood atop the helipad at the Queen Elizabeth II Hospital in Grande Prairie in freezing weather. Farnden, who worked on the fledgling local STARS foundation team, barely noticed the temperature as the helicopter descended with a patient, just moments after the helipad's opening. Instead, she basked in the warmth of a community that raised nearly \$800,000 to build the structure in mere months.

That camaraderie was doubly impressive, considering STARS' first Grande Prairie mission was only one year prior. It was anticipated the new base would fly similar first-year volumes as Edmonton and Calgary: maybe 60 missions. One year later, there were more than 150 missions flown from the base. It was no longer a question of whether STARS was needed in the Peace Region. The new question was: how can we continue to be there for the next patient?

The scene was similar in Edmonton in 1991. Nurse Corinne Edwards had accepted a position with STARS, and her experience was unlike the hospital environment. The one-room office was modest, complete with a desk on sawhorse legs. Nurses helped push the helicopter outside upon dispatch. Pilots took donations. Flight suits were shared.

Twenty five years later, crews train on high-fidelity simulators, the fleet has grown, and Edwards has her own flight suit. For Edwards, one thing hasn't changed. "Everything we do at STARS will always be about the patient."



CREWS ARRIVE AT THE QUEEN ELIZABETH II HOSPITAL IN GRANDE PRAIRIE.

2015/16 YEAR IN REVIEW



At STARS, we save lives by transporting critically ill and injured patients.

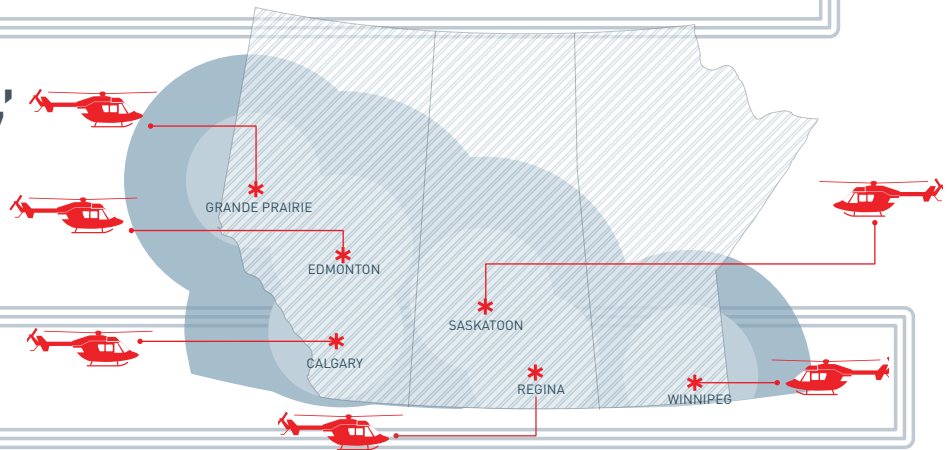
3,423 missions

were carried out across Alberta, Saskatchewan and Manitoba. Our cumulative total is more than **33,000 missions** since 1985.

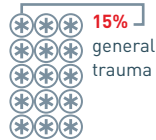
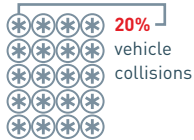
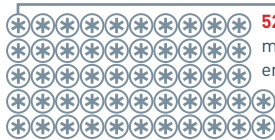


11 helicopters, available 24/7 at 6 bases

completed an average of **9 missions per day.**

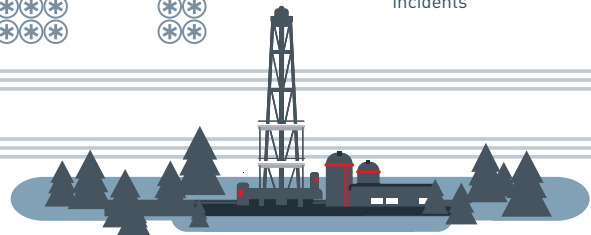


What types of missions did we fly?



85 emergency requests

were coordinated daily by the STARS Emergency Link Centre.



4,200 industry sites

were monitored daily by the STARS Emergency Link Centre to ensure worker safety.

4 mobile education units

delivered 161 free emergency care training sessions to **2,775 medical professionals.**



150 landing zone training sessions

were provided to **2,592 local firefighters and first responders.**

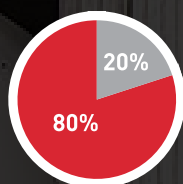


45,362 donors and three provincial governments made it all possible. **THANK YOU!**

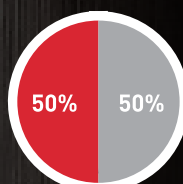
2015/16 OPERATIONAL AND FINANCIAL HIGHLIGHTS

BREAKDOWN OF REVENUE BY SOURCE

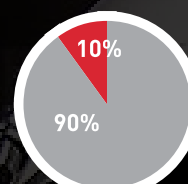
- Government funding
- Fundraising



ALBERTA



SASKATCHEWAN



MANITOBA

NET FUNDS RAISED

	2015 - 2016		2014 - 2015	
	\$000	%	\$000	%
Lottery	14,472	21%	13,763	18%
Donations and fundraising	21,526	31%	24,223	32%
Calendar	1,071	2%	710	1%
Government contributions	27,973	40%	31,764	42%
Other	4,827	7%	4,895	6%
Investment	(128)	0%	741	1%
Total	69,741	100%	76,096	100%

EXPENDITURES

	2015 - 2016		2014 - 2015	
	\$000	%	\$000	%
Aviation operations	30,010	42%	30,941	42%
Clinical operations	17,920	25%	18,513	25%
STARS Emergency Link Centre	3,723	5%	3,610	5%
Base operations and administration	7,496	10%	7,807	10%
Amortization	7,639	11%	8,566	12%
Interest	362	1%	364	0%
Fundraising administration	4,651	6%	4,683	6%
Total	71,801	100%	74,484	100%

PROPERTY AND EQUIPMENT ACQUIRED

	2015 - 2016		2014 - 2015	
	\$000	%	\$000	%
Advanced technology helicopter	39	3%	8	0%
Helicopter upgrade & support equipment	173	12%	578	18%
Air medical equipment	220	15%	729	23%
Communication equipment	472	32%	184	6%
Human patient simulators & support equipment	146	10%	5	0%
Administration equipment	180	12%	370	12%
Building & leaseholds	257	17%	1,322	41%
Total	1,487	100%	3,196	100%

STARS' fiscal year runs from April 1 to March 31.

The 2015 Lottery revenue includes \$4.3M net revenue that is deferred in the 2014/15 audited financial statements of the organization and the 2016 Lottery revenue includes \$4.3M net revenue that is deferred in the 2015/16 audited financial statements. These adjustments have been made to provide a consistent year-over-year comparison of net lottery revenue.



2015/16 STARS MISSIONS

ALBERTA total 1,744 | Airdrie - 3 Alberta Beach - 2 Alder Flats - 2 Alexis - 1 Alix - 2 Ardrossan - 1 Arrowwood - 1 Ashmont - 1 Athabasca - 20 Atikameg - 2 Banff - 28 Barons - 1 Barrhead - 21 Bashaw - 2 Bassano - 6 Beaumont - 3 Beaver Mines - 1 Beaverlodge - 12 Bezanson - 3 Beiseker - 1 Black Diamond - 15 Blackfalds - 1 Blackie - 1 Blairmore (Crownsnest Pass) - 19 Bon Accord - 1 Bonanza - 1 Bonnyville - 24 Bow Island - 2 Bowden - 3 Boyle - 13 Bragg Creek - 6 Brazeau Dam - 2 Breton - 2 Brooks - 32 Buck Lake - 1 Burmis Weigh Scale - 1 Cadotte Lake - 2 Calais - 1 Calgary - 14 Calling Lake - 12 Camrose - 22 Canmore - 16 Carbon - 1 Cardston - 5 Caroline - 5 Carstairs - 1 Castor - 1 Cayley - 1 Chestermere - 4 Chipman - 2 Claresholm - 14 Cochrane - 9 Cold Lake - 7 Coleman - 1 Colinton - 1 Consort - 1 Cooking Lake - 2 Coronation - 3 Cowley - 1 Cremona - 3 Crossfield - 1 Dalum - 1 Daysland - 2 De Winton - 1 DeBolt - 8 Delburne - 1 Delia - 1 Demmitt - 1 Didsbury - 6 Donalda - 1 Donatville - 1 Drayton Valley - 39 Driftpile - 7 Drumheller - 22 Duffield - 3 Eaglesham - 1 Eckville - 4 Eden Valley - 1 Edmonton - 3 Edson - 18 Elk Point - 13 Entwistle - 1 Evansburg - 7 Exshaw - 2 Fairview - 12 Falher - 5 Forestburg - 1 Fort Assiniboine - 2 Fort Macleod - 10 Fort McMurray - 1 Fort Saskatchewan - 1 Fox Creek - 22 Frog Lake - 2 Ghost Lake - 1 Gibbons - 4 Gleichen - 5 Glen Leslie - 1 Goodfish Lake - 5 Grande Cache - 18 Grande Prairie - 37 Grassland - 2 Grimshaw - 5 Grouard - 2 Grovedale - 20 Gunn - 1 Hanna - 8 Hardisty - 3 Hattonford - 1 Hemaruka - 1 High Prairie - 19 High River - 17 Hines Creek - 2 Hinton - 14 Horse Lake - 4 Hythe - 3 Indus - 1 Innisfail - 5 Irricana - 1 Jasper - 15 Jossard - 1 Kananaskis Village - 1 Keephills - 1 Kikino - 1 Killam - 5 Kinuso - 1 La Glace - 5 Lac la Biche - 11 Lac Ste. Anne - 1 Lacombe - 7 Lake Louise - 12 Lamont - 7 Langdon - 2 Leduc - 7 Legal - 2 Lethbridge - 74 Lindale - 1 Little Smoky - 1 Livingstone Gap Fire Base - 2 Lloydminster - 9 Lodgepole - 1 Lomond - 1 Longview - 6 Ma-Me-O Beach - 3 Madden - 1 Manning - 1 Maskawacis - 1 Mayerthorpe - 15 McLennan - 9 Medicine Hat - 23 Milk River - 1 Milo - 1 Morinville - 9 Morley - 9 Mundare - 1 Myrnam - 1 Nanton - 4 Niton Junction - 1 Nordegg - 3 O'Chiese - 1 Okotoks - 6 Olds - 25 Onoway - 7 Oyen - 9 Peace River - 14 Peavine Metis Settlement - 2 Picture Butte - 1 Pincher Creek - 14 Pioneer - 1 Plamondon - 2 Ponoka - 17 Provost - 4 Raymond - 1 Red Deer - 80 Redwater - 11 Reno - 1 Rimbey - 9 Rochester - 3 Rocky Mountain House - 37 Rockyford - 3 Rycroft - 8 Ryley - 2 Saddle Lake - 3 Sandy Beach - 1 Sangudo - 4 Saskatchewan River Crossing - 1 Scott Lake Hill - 1 Sexsmith - 9 Sherwood Park - 1 Siksika - 5 Silver Valley - 1 Slave Lake - 5 Smoky Lake - 12 Spirit River - 16 Spring Lake - 1 Spruce Grove - 4 St. Albert - 1 St. Paul - 32 Stettler - 12 Stony Plain - 10 Strathmore - 21 Sturgeon Lake - 4 Suffield - 4 Sundre - 29 Sunset House - 1 Swan Hills - 4 Sylvan Lake - 2 Sylvester - 1 Taber - 9 Thorhild - 5 Thorsby - 2 Three Hills - 6 Tofield - 12 Tomahawk - 1 Turner Valley - 4 Two Hills - 20 Vahalla Center - 1 Valleyview - 41 Vegreville - 18 Vermilion - 12 Viking - 5 Villeneuve - 2 Vilna - 3 Vimy - 1 Vulcan - 10 Wabamun - 2 Wabasca - 7 Wainwright - 17 Waiparous - 1 Wandering River - 1 Wanham - 2 Warburg - 3 Wembley - 6 Westlock - 23 Wetaskiwin - 49 Whitecourt - 17 Wildwood - 1 Winfield - 3 Woking - 2 Worsley - 6 Youngstown - 1

BRITISH COLUMBIA total 70 | Chetwynd - 4 Cranbrook - 19 Dawson Creek - 1 Edgewater - 1 Elkford - 1 Fernie - 10 Field - 2 Fort St. John - 1 Fort Steele - 1 Golden - 8 Hudson's Hope - 1 Invermere - 8 Kelly Lake - 4 Radium - 1 Sikanni Chief - 1 Sparwood - 6 Tumbler Ridge - 1

MANITOBA total 568 | Altona - 5 Anola - 3 Arborg - 10 Argyle - 1 Arnes - 1 Ashern - 16 Austin - 2 Balour - 1 Beaconia - 1 Beausejour - 10 Belair - 2 Belleview - 1 Birds Hill - 2 Bissett - 4 Blumenort - 1 Brandon - 34 Brokenhead - 2 Brunkild - 1 Caddy Lake - 1 Carberry - 4 Carman - 5 Chatfield - 1 Clandeboye - 1 Crane River - 2 Crystal City - 4 Dacotah - 2 Dauphin - 17 Deacon's Corner - 1 Deerhorn - 1 Deloraine - 2 Delta Beach - 1 Dufresne - 1 Dugald - 1 East Selkirk - 1 East St. Paul - 1 Ebb and Flow - 2 Elm Creek - 1 Elma - 1 Elphinstone - 1 Emerson - 1 Erickson - 3 Eriksdale - 7 Falcon Lake - 2 Fannystelle - 2 Fisher River - 3 Garson - 1 Gilbert Plains - 1 Gimli - 10 Gladstone - 4 Glass - 1 Glenboro - 3 Grand Marais - 1 Grand Rapids - 1 Grandview - 1 Griswold - 2 Grunthal - 3 Gypsumville - 4 Hamiota - 2 Haywood - 1 Hazelridge - 1 Headingley - 3 Hecla - 1 Hodgson - 16 Hollow Water - 8 Ile-des-Chênes - 1 Inwood - 1 Katrime - 1 Kemnay - 2 Killarney - 3 Kleefeld - 1 La Broquerie - 2 Lac du Bonnet - 4 Lake Francis - 1 Lake Manitoba - 3 Landmark - 1 Laurier - 1 Lavenham - 1 Lee River - 1 Lenore - 1 Libau - 1 Little Black River - 4 Long Plain - 7 Lorette - 1 Lundar - 2 Macdonald - 2 MacGregor - 1 Manigotagan - 2 Manitou - 2 Marchand - 2 McCreary - 1 Melita - 1 Milner Ridge - 2 Minnedosa - 9 Minto - 1 Mitchell - 1 Molson - 1 Morden - 2 Neepawa - 8 Netley - 1 Niverville - 1 Notre Dame de Lourdes - 1 Oak Lake - 1 Oak Point - 1 Oakbank - 1 Oakville - 1 Ochre Beach - 1 Petersfield - 2 Pettapiece - 1 Pinawa - 4 Pinaymootang - 3 Powerview-Pine Falls - 19 Piney - 3 Plum Coulee - 2 Plumas - 1 Portage la Prairie - 16 Reinfeld - 1 Rennie - 1 Richer - 3 Riding Mountain - 1 Riverton - 2 Rock Lake - 1 Roseau River - 3 Rosebank - 1 Rounthwaite - 1 Russell - 4 Sandy Bay - 8 Sandy Hook - 2 Sanford - 1 Scantbury - 1 Seddons Corner - 1 Selkirk - 30 Shoal Lake - 4 Sioux Valley - 3 Somersett - 1 Souris - 1 South Junction - 2 Southport - 2 Sperling - 1 Sprague - 1 St. Adolphe - 1 St. Ambrose - 1 St. Andrews - 3 St. Claude - 1 St. Eustache - 1 St. François Xavier - 2 St. Laurent - 3 St. Pierre Jolys - 6 Starbuck - 1 Ste. Agathe - 3 Ste. Anne - 8 Ste. Rita - 1 Ste. Rose du Lac - 3 Stead - 1 Steinbach - 30 Stonewall - 7 Stony Mountain - 2 Swan Lake - 1 Teulon - 1 Treesbank - 1 Treherne - 3 Vassar - 2 Victoria Beach - 2 Virden - 2 Vita - 4 Vivian - 1 Wapah - 1 Warren - 4 Winkler - 21 Winnipeg Beach - 2 Woodlands - 4 Woodmore - 1 Woodridge - 3

SASKATCHEWAN total 1,041 | Aberdeen - 2 Ahtahkakoop - 11 Allan - 1 Aquadeo - 1 Arcola - 16 Assiniboia - 2 Avonlea - 1 Aylesbury - 1 Balcarres - 3 Balgonie - 4 Beechy - 1 Belle Plaine - 2 Bengough - 2 Bethune - 6 Big River - 6 Biggar - 8 Birch Lake - 1 Blaine Lake - 1 Borden - 6 Bradwell - 1 Bredenbury - 1 Broadview - 17 Bruno - 1 Buena Vista - 2 Candle Lake - 2 Canora - 1 Carlyle - 3 Carrot River - 1 Carry The Kettle - 5 Central Butte - 2 Chamberlain - 2 Chaplin - 1 Christopher Lake - 4 Cochin - 2 Colonsay - 1 Conquest - 1 Craik - 4 Cut Knife - 4 Dalmeny - 1 Davidson - 7 Davin - 2 Debden - 1 Delisle - 3 Dinsmore - 1 Dundurn - 3 Duval - 2 Dysart - 1 Eaton - 2 Edam - 1 Edenwold - 1 Edgeley - 1 Elbow - 1 Esterhazy - 5 Estevan - 30 Fillmore - 4 Fishing Lake - 4 Flaxcombe - 1 Fort Qu'Appelle - 36 Francis - 1 Freemont - 1 Glaslyn - 2 Glenavon - 1 Glenside - 1 Gordon - 3 Grandview Beach - 1 Gravelbourg - 6 Green Lake - 1 Grenfell - 7 Hafford - 3 Hague - 2 Hanley - 2 Harris - 5 Hazlet - 1 Herbert - 1 Holdfast - 1 Horizon - 1 Humboldt - 20 Imperial - 1 Indian Head - 8 Insinger - 1 James Smith - 1 Jansen - 1 Kamsack - 8 Kawacatoose - 2 Keeseekoose - 1 Kelliher - 4 Kelvington - 9 Kenaston - 3 Kendal - 1 Kenosee Lake - 1 Kerrobert - 7 Kindersley - 20 Kinistino - 1 Kinley - 1 Kipling - 13 Kyle - 1 La Loche - 1 La Ronge - 1 Lafleche - 1 Lampman - 1 Landis - 1 Langham - 2 Lanigan - 8 Leader - 3 Leask - 1 Lemsford - 1 Lestock - 6 Lily Plain - 1 Little Pine - 5 Lloydminster - 6 Loreburn - 2 Lucky Lake - 3 Lumsden - 3 Maidstone - 4 Major - 1 Manitou Beach - 2 Mankota - 1 Maple Creek - 5 Marcelin - 2 Marshall - 1 Mazenod - 1 Meadow Lake - 12 Melfort - 22 Melville - 7 Mervin - 1 Midale - 2 Middle Lake - 1 Mildren - 1 Mildred - 1 Mistawasis - 2 Montmartre - 4 Moose Jaw - 21 Moosomin - 22 Mortlach - 2 Mosquito - 1 Muskeg Lake - 1 Muskowekwan - 4 Neilburg - 1 Nipawin - 15 Nokomis - 2 Norquay - 1 North Battleford - 35 Ocean Man - 1 Okanese - 1 One Arrow - 4 Osage - 1 Outlook - 9 Oxbow - 9 Pangman - 3 Parkbeg - 1 Pasqua - 1 Peebles - 1 Pelican Lake - 1 Pense - 1 Perdue - 2 Piapot - 2 Pilot Butte - 3 Pleasantdale - 1 Plenty - 2 Porcupine Plain - 5 Poundmaker - 1 Preeceville - 9 Prince Albert - 36 Punnichy - 3 Qu'Appelle - 5 Quill Lake - 2 Radisson - 1 Radville - 2 Raymore - 8 Redvers - 4 Regina - 16 Regina Beach - 4 Rhineland - 1 Riverhurst - 1 Rocanville - 2 Rosetown - 4 Rosthern - 6 Rouleau - 1 Ruddell - 1 Sarnia Beach - 2 Saskatoon - 2 Sedley - 2 Shamrock - 1 Shaunavon - 7 Shell Lake - 2 Shellbrook - 31 Shields - 1 Silton - 1 Simpson - 1 Southery - 8 Spalding - 5 Spiritwood - 5 Springwater - 1 Spy Hill - 1 St. Brieux - 1 St. Louis - 3 Stewart Valley - 1 Stoughton - 1 Strasburg - 1 Sturgeon Lake - 10 Sweetgrass - 2 Swift Current - 43 Tisdale - 9 Trossachs - 1 Turtleford - 6 Unity - 11 Val Marie - 1 Viband - 2 Viscount - 1 Vonda - 2 Wadena - 9 Wakaw - 3 Wakaw Lake - 1 Waldheim - 3 Waskesiu Lake - 1 Watrous - 11 Weirdale - 1 Weyburn - 20 White Bear - 1 White City - 2 White Swan Lake - 1 Whitewood - 2 Wilkie - 3 Witchehan Lake - 2 Wolseley - 6 Wynyard - 10 Yellow Quill - 3 Yorkton - 37 Young - 3

FLYING FROM: CALGARY | EDMONTON | GRANDE PRAIRIE | REGINA | SASKATOON | WINNIPEG

STARS®

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