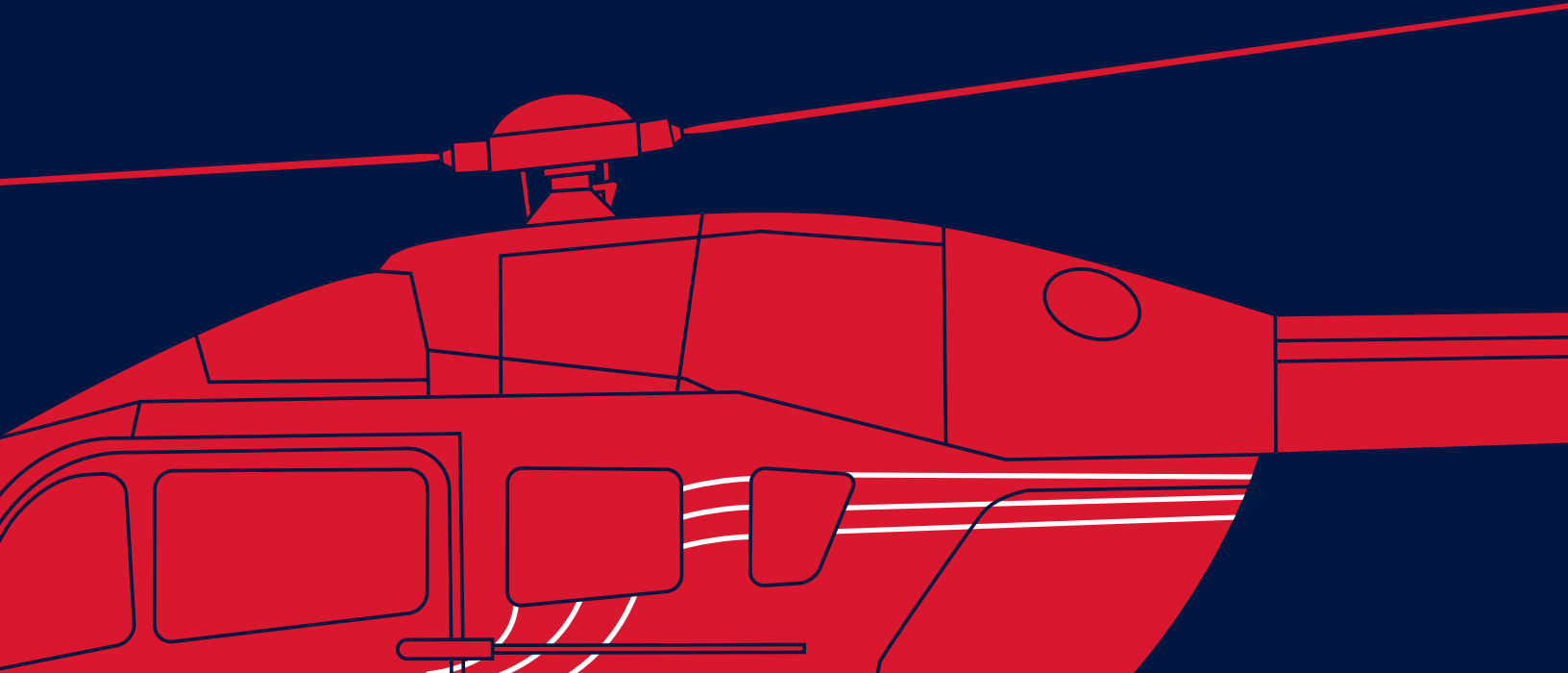


ALLY IMPACT REPORT

STARS[®]





- **STARS** PRESIDENT AND CEO, ANDREA ROBERTSON

On behalf of everyone at **STARS**, thank you for your unwavering support throughout the unprecedented events of the past year.

STARS has always made it a priority to be ready for the unexpected, and through the COVID-19 pandemic, our crews have cared for and transported critically ill patients battling the virus. Our COVID-19-related calls peaked at 18 per cent of our total missions in November 2020. With your support, we were able to deliver highly specialized, rapid critical care while keeping our crews safe with personal protective equipment and training.

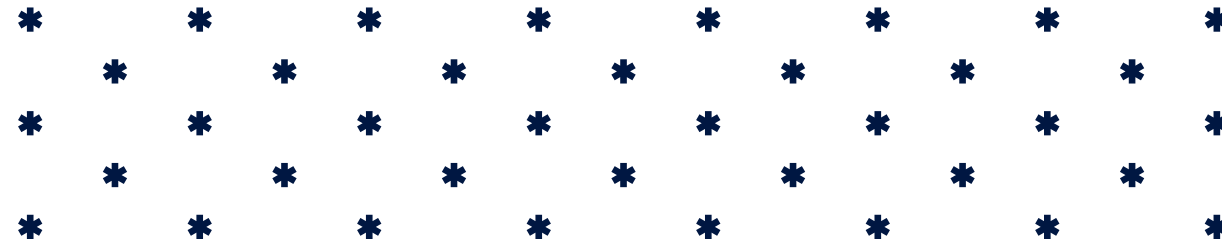
**With you by our side,
we are all STARS.**

Even with the pandemic, motor vehicle collisions, recreational incidents, mental health and other medical emergencies did not stop. We continue to provide care and transport to those patients who live, work, and play throughout Western Canada.

Since 1985, our success has been grounded in partnerships with our allies. Your contribution has played a significant role in **STARS'** ability to be there when patients need us most. It's only together that we can put the right tools in the hands of the best talent. This doesn't just save time, it saves lives. Thank you!

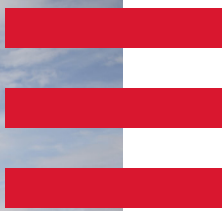
Sincerely,

Andrea Robertson
President and CEO
STARS





- **STARS** VERY IMPORTANT PATIENT, GLEN RECKNELL
AND **STARS** FLIGHT PARAMEDIC TROY PAULS



Friendships come in many forms and often have unique beginnings. But there are few with a start quite like the friendship between Troy Pauls, a **STARS** flight paramedic, and Glen Recknell, a **STARS** Very Important Patient.

One summer, Recknell was enjoying his grandson's birthday at a lake when he decided to take a ride on a jet ski. After travelling roughly five kilometres away from the family campsite, he crashed into a sandbar. The momentum tossed him in the air and the hard landing left Recknell with a severe injury to his spinal cord.

"I woke up with water splashing over my face and I couldn't feel anything below my neck," he said. "I knew immediately I was paralyzed."

Fortunately, a family member happened to be following behind and positioned a lifejacket under Recknell's head to keep the water from covering his face. They went for help and a short time later, firefighters and paramedics arrived and transported Recknell to shore.

"That's when I saw the beautiful red **STARS** helicopter and their air medical crew waiting for me. It's a sight I will never forget. I thought then that maybe I would live: **STARS** is here."

Recknell was transported to a trauma centre from the lake in 45 minutes, a trip which would take well over three hours by ground.

One week later, Pauls was back at the same hospital for another mission when he ran into a member of Recknell's family and was updated on his status.

The two men have had several opportunities to get together over the years, but one moment that stands out for Pauls was Recknell's VIP visit to the base.

"I was completely stunned when he came to the base and was able to stand up after months of incredible physiotherapy and hard work," said Pauls.

"His attitude remains positive despite his circumstances, and Dawn – who has been by his side since high school – continues to be a devoted partner," said Pauls. "They are truly inspiring people."

"I know in my heart if it wasn't for **STARS** I wouldn't be here today," said Recknell. "Before my accident we didn't know much about **STARS**. Now we understand just how vital they are to all of us. They need us, and we need them."

STARS I wouldn't be here today."

WHERE YOUR SUPPORT GOES



TIME

18%

Time can be the difference between life and death, or between intervention and irreversible effects. The sooner our **STARS** crews are able to be there to care for a patient, the better their chance of survival. Saving time saves lives.



TOOLS

20%

Your support means our crews have the right tools to care for critically ill and injured patients throughout Western Canada. This ranges from single-use syringes all the way up to our helicopters. The advanced medical and aviation equipment we use helps save lives.



TALENT

62%

Our people are our biggest asset. Our nurses, paramedics, and physicians go through intense and on-going training to be **STARS** crew members. Their commitment to being the best in trauma care saves lives.

CREW HIGHLIGHT

STUART GRANT

At **STARS** with the help of our allies, the expertise of our crew is one of three critical areas where we are able to constantly innovate: time, tools, talent. We focus on hiring the best talent to care for our critically ill and injured patients. Stuart Grant, one of our flight nurses' experience with **STARS** has come full circle.

After completing a degree in biology, Grant decided to further his education and entered an emergency medical technician (EMT) program.

"It was during my ambulance practicum that I had my first true exposure to **STARS**," Grant said, referring to a call for help from a local hospital needing assistance with a patient in the emergency department. "**STARS** had been dispatched and when they arrived, I fully expected to step aside and become a spectator."

Instead, the **STARS** crew kept him involved and coached him through assisting the patient.

"This left a lasting impression on me," he said. "This experience gave me a goal for where I wanted to be."

Throughout his time in the EMT program, and in his experience volunteering in the emergency department of a hospital, he was exposed to what it really looks like to care for the critically ill and injured.

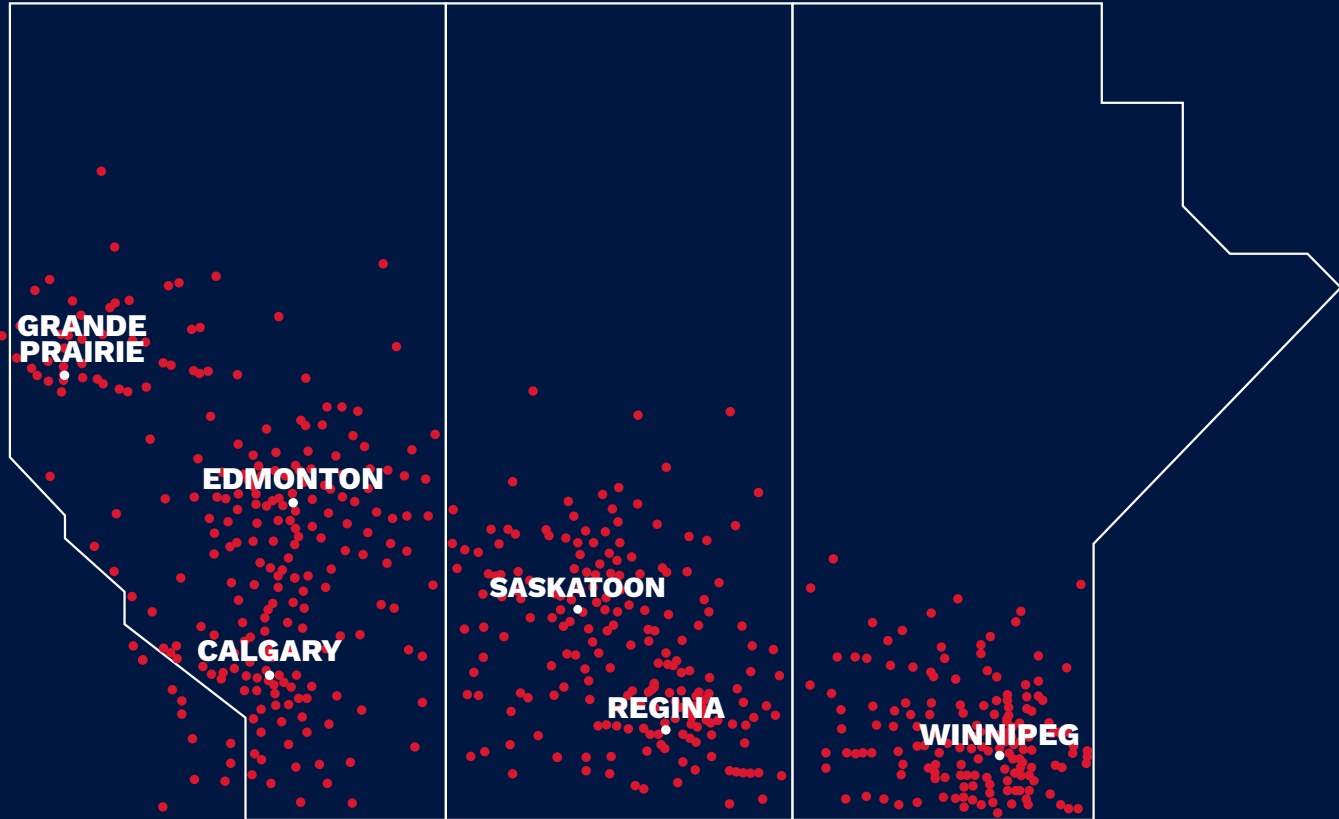
Grant enrolled in the University of Calgary nursing program and began working in urgent care centres. He continued to Mount Royal University where he took the advanced critical care nursing program and began studying to become an advanced care paramedic. He did this while working as a registered nurse on trauma and triage teams.

In December 2019, Grant officially joined the **STARS** crew.

"Since the start, **STARS** realized that the combination of a critical care nurse and advanced care paramedic brings unique experience and training," Grant said. "For myself, the blend of training benefits my patients, no matter which uniform I am wearing."



OUR MISSION LOCATIONS



YEAR IN REVIEW 2020/2021

STARS EMERGENCY LINK CENTRE

32,702 EMERGENCY REQUESTS HANDLED

9,430 INDUSTRY CALLS

90 AVERAGE EMERGENCY REQUESTS A DAY

EDUCATION

1,757 PERSONNEL TRAINED

Due to COVID-19 our mobile education and community outreach programs have been interrupted to accommodate provincial health restrictions.



MISSIONS

2,994 YEARLY MISSIONS

1,436 AB 901 SK 657 MB

45K+ SINCE 1985

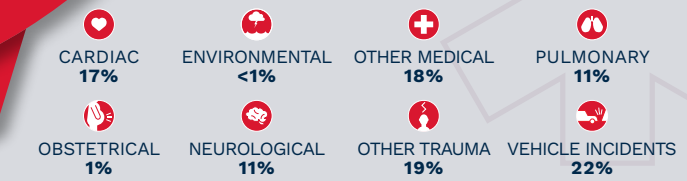
8 AVERAGE MISSIONS A DAY

FUNDING

40,359 ANNUAL DONORS

\$10M APPROXIMATE ANNUAL COST/BASE

INCIDENT TYPES



ALLY FUNDING BREAKDOWN



- * FUNDRAISING
- * GOV'T FUNDING

Do you have questions about what we do or what it means to be an ally? Feel free to reach out.

1-888-797-8277

info@stars.ca

stars.ca

