



# ALLY IMPACT REPORT

FLAGSTAFF COUNTY



# Thank you, Flagstaff County

From the beginning, STARS has relied on our allies to help fulfill our mission of providing critical care, anywhere.

Allies like you make it possible for STARS to continue learning, growing and innovating to ensure we can be there for the next patient, and for more communities, wherever they are and in whatever way they need us.

You support essential education and training, necessary tools, and new and improved technology, allowing us to continue providing critical care when it's needed most.

You make it possible for us to save lives, every day.

From all of us at STARS, and on behalf of the patients we serve,

*thank you.*

BUILT BY THE COMMUNITY,  
FOR THE COMMUNITY

730+

communities were  
cared for last year





In 2024, Flagstaff County generously contributed \$15,000 to support STARS flight operations from the Edmonton and Calgary bases that serve the central region of Alberta - **Thank you!** We are sincerely grateful for your commitment to our fight for life.

With your support, we can surpass obstacles and extend beyond boundaries. Most importantly, you make an immediate response possible for people every day.

STARS was built by the community, for the community, and thanks to allies like you, we can continue to reach the communities within Western Canada and the patients within who need our help.

You allow STARS to use any transportation and tools necessary to reach patients and deliver the care that can save lives.

Because of you, patients like Willem van Lankvelt will have access to world-class, rapid critical care - no matter where they live, work, or play, for generations to come.

Our partnership with the Flagstaff County is of great pride to STARS, and we are excited to show you the direct impact your gift makes in our communities.

**You make critical care anywhere, possible.**

**Thank you.**





# FLAGSTAFF COUNTY 2024 MISSION STATISTICS

WITHIN FLAGSTAFF COUNTY @ OCTOBER 15, 2024	2020	2021	2022	2023	2024	TOTAL
NEAR ALLIANCE		1				1
DAYSLAND HOSPITAL CRITICAL INTER-FACILITY TRANSFERS (IFT)	1	5	6	2	2	16
NEAR DAYSLAND		1	2	1		4
NEAR GALAHAD	1					1
NEAR FORESTBURG					1	1
HARDISTY HOSPITAL CRITICAL INTER-FACILITY TRANSFERS (IFT)			2			2
NEAR HARDISTY		1	1	3	4	9
NEAR HEISLER				1		1
KILLAM HOSPITAL CRITICAL INTER-FACILITY TRANSFERS (IFT)	2	7	6	5	1	21
NEAR KILLAM		1		1	1	3
NEAR LOUGHEED			1		1	2
NEAR SEDGEWICK				1	2	3
<b>TOTAL</b>	<b>4</b>	<b>16</b>	<b>18</b>	<b>14</b>	<b>12</b>	<b>64</b>

In 2024, (up to and including October 15, 2024) because of your support, STARS was able to carry out 12 critical inter-facility and scene missions within Flagstaff County and the hospitals located within your area. Thank you for helping to support the residents of Flagstaff County in the communities where they live, work and play.

STARS is more than transport. Whether by air, ground, or satellite link, the expert care delivered by our doctors, nurses, and paramedics comes in many forms. The STARS Emergency Link Centre also acts as a critical care logistics hub, connecting patients with help beyond STARS. Because of your support, we are wherever we need to be using any transportation and tools necessary to reach our patients and deliver the care that can save their lives. For some patients, a helicopter is the right method to respond. For others, our teams will go by airplane or ground ambulances. Often, our physicians can diagnose and provide care guidance directly through phone or video link. The STARS Emergency Link Centre specializes in bringing together all the healthcare and emergency response professionals who are working to help each patient survive.

Any one of us can experience a life-changing incident or medical complication whether or not we're close to care. That's why STARS exists. Your commitment makes an impact and helps deliver critical care anywhere for your residents, ensuring every one of them has access to care when they need it the most.

# THANK YOU



# YOU MAKE IT POSSIBLE TO SAVE PEOPLE LIKE WILLEM



During what Willem van Lankvelt thought was going to be a pleasant afternoon on his bike near his family's cabin, his ride took a life-threatening turn when he was struck by a truck.

The force of the impact caused significant head trauma and severe internal bleeding. With 16 years of experience as a paramedic, he knew this was his worst-case scenario. Fortunately with your help, STARS was on the way.

Upon STARS' arrival at the scene, the air medical crew had to work quickly to stabilize Willem.

Willem already had a deep appreciation for STARS before his accident. Through his work, he had seen firsthand the everyday difference STARS makes in the lives of critically ill and injured patients thanks to allies like you. Willem even knew the crew that provided care for him, making this one of the most difficult missions that STARS flight nurse, Melvin Yumang, had ever responded to.

"The extent of his injuries were such that neither myself nor my partner Ray recognized Willem at the time," said Melvin.

He had a skull fracture, traumatic brain injury, multiple fractures of his ribs, and bleeding around his lungs. His jaw muscles were clamped shut so access to his airway was basically impossible.

Call received.  
STARS crew is  
pre-alerted.

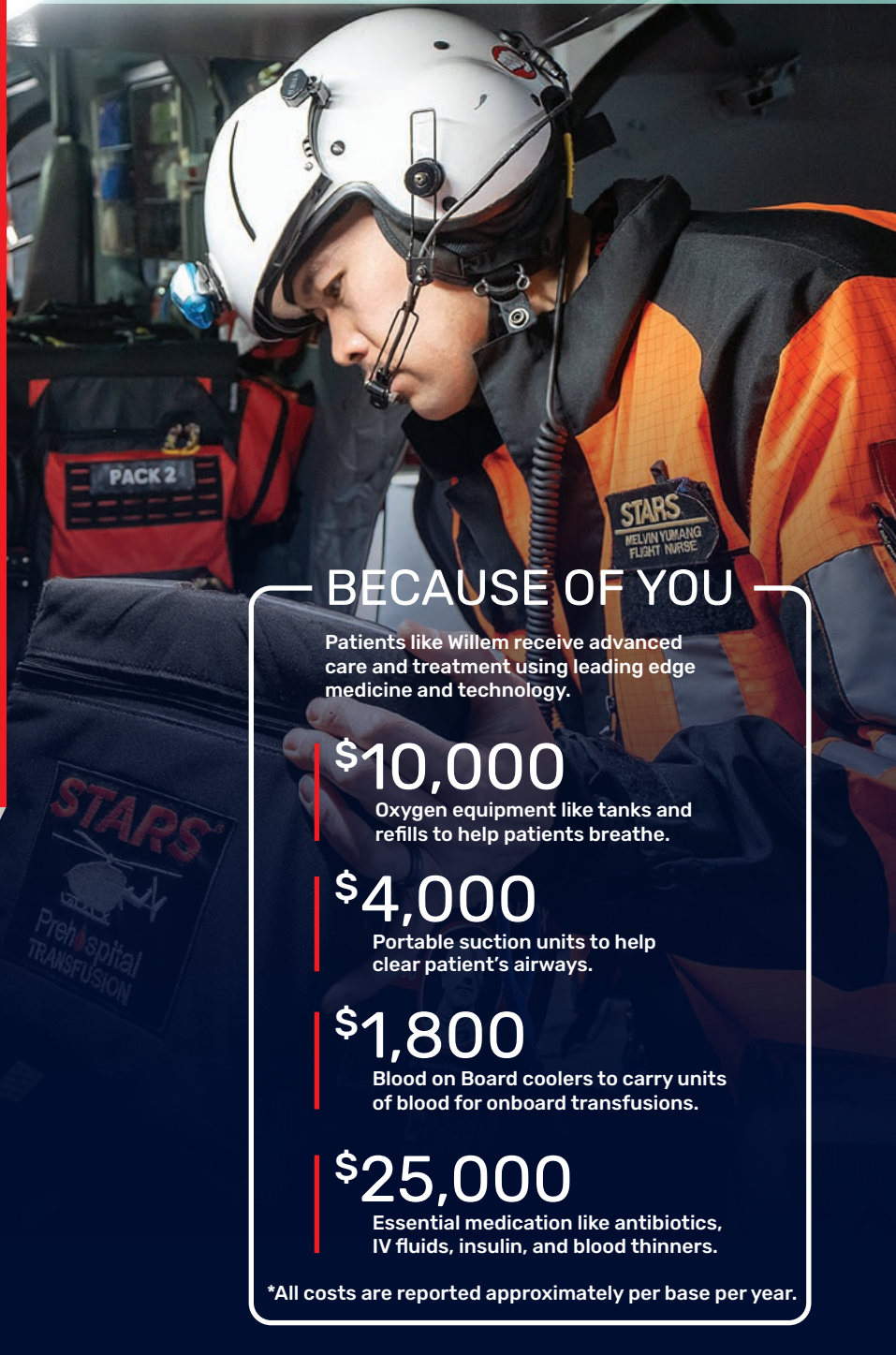
Helicopter dispatched.

Helicopter leaves  
the STARS base.

In 2016, registered nurse Melvin Yumang began his journey with STARS. In addition to years of experience in ERs and pediatric ICUs across Canada, Yumang went on to complete the six-month STARS Critical Care and Transport Medicine Academy program – a highly specialized, donor-supported certificate program offered to experienced rural health care professionals and is a requirement for new STARS air medical crew. After this intense course, he was ready to put on the STARS signature blue flight suit and care for the most critical patients. As he reflects on his eight years as a STARS flight nurse, he credits the organization’s success to the expertise of his fellow crew members. Thanks to allies like you, professionals like Yumang have access to essential training needed on STARS’ aircraft and in rural or remote health care settings.

“It’s a privilege to be able to serve those in our community.”

MELVIN YUMANG, STARS FLIGHT NURSE



## BECAUSE OF YOU

Patients like Willem receive advanced care and treatment using leading edge medicine and technology.

**\$10,000**

Oxygen equipment like tanks and refills to help patients breathe.

**\$4,000**

Portable suction units to help clear patient’s airways.

**\$1,800**

Blood on Board coolers to carry units of blood for onboard transfusions.

**\$25,000**

Essential medication like antibiotics, IV fluids, insulin, and blood thinners.

\*All costs are reported approximately per base per year.

Crew arrives on scene.

Crew stabilizes and provides necessary medical intervention to patient.

Crew and patient depart scene.

STARS arrives at hospital, and transfers patient care.



“Will’s accident was quite traumatic,” says STARS flight paramedic Ray Rempel. “There’s two things that STARS can bring to patients. One is speed, the other is a higher level of critical care. Willem needed both on that night. We were able to give him blood, and decompress the chest to allow him to breathe a little bit better. We gave medication to access his airway and provided him with the oxygen he needed.”

Thanks to your support, STARS was able to provide the critical care needed in such a difficult and complex situation. Working alongside our allies – police, fire, and EMS – on the ground, Willem was rapidly transported to the trauma centre where he received definitive care and has been able to make a successful recovery.

Because of donors like you, Willem was able to recover and return to work as a paramedic. Your support helps save people like Willem, wherever they are, whenever they need critical care. Thank you for enabling us to be there when we’re needed most.



*“To anybody who has supported STARS, I can’t put into words the impact your support has had on me and my family. Thank you.”*

**Willem van Lankvelt, STARS VERY IMPORTANT PATIENT**



Scan the QR code  
to hear Willem’s  
story in his  
own words.

# YOU MAKE IT POSSIBLE FOR US TO IMPACT THOUSANDS OF LIVES

With your commitment to our fight for life, you ensure that everyone has access to critical, life-saving care, no matter where they live, work or play. In the air, on the ground, and virtually, we are wherever we need to be to give patients their best hope in a worst-case scenario.

## BECAUSE OF YOU



# 3,927

MISSIONS WERE FLOWN IN THE LAST YEAR

**1,720**  
AB/BC

**1,025**  
SK

**1,182\***  
MB/ON

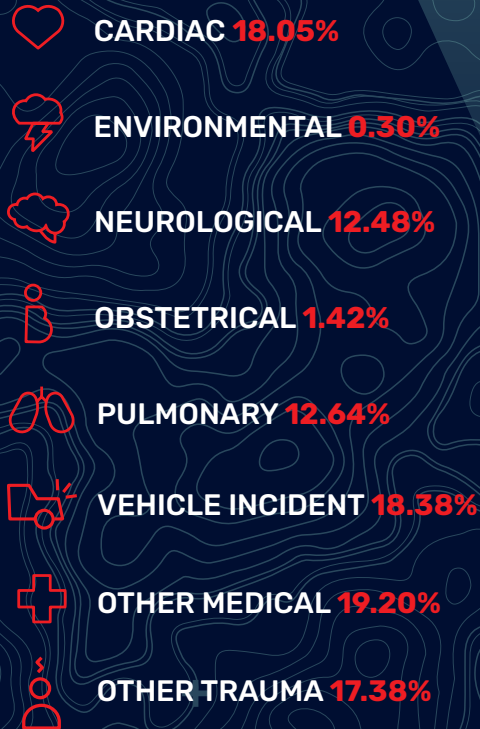
# 11



AVERAGE DAILY MISSIONS

\* includes fixed-wing and helicopter missions

## Incident types



With support from allies like you, STARS is able to provide landing zone training for first responders and clinical training sessions for rural medical practitioners in our communities to ensure patients receive the best care possible in a worst-case scenario. This year:

# 121

outreach education sessions were fulfilled in our communities.

# 3,800+

participants attended landing zone and clinical education sessions.





# YOU MAKE IT POSSIBLE TO CONNECT WITH PATIENTS, FASTER

The STARS Emergency Link Centre (ELC) is the critical care logistics hub. You support highly skilled emergency communications specialists connecting STARS to 911 and other emergency services, overseeing helicopter missions and coordinating transport and care for patients. With dedication from allies like you, the ELC is able to run 24/7/365 and allows us to be there for the next patient, whenever they need us.

Critical patients may now receive care quicker than ever before thanks to the launch of a virtual care trial by STARS in partnership with Saskatchewan Health Authority. STARS Virtual Care allows transport physicians to be connected to local providers during active missions via a secure video connection. The trial is underway across the province of Saskatchewan.

“This new tool is allowing us to provide care more precisely and timely, because when I am consulted I can see the problem directly rather than having someone describe it to me over the phone, especially when they can often be in the midst of dealing with a very critical situation,” said STARS base medical director for Regina and Saskatoon, Dr. Dallas Pearson.



49" Ultrawide monitor  
**\$3,000**



## BECAUSE OF YOU

# 37,365

emergency requests were handled by the ELC, an average of **102/day**.

# 114

transport physicians on staff.

# 8,760

operational hours of logistics coordination by the ELC.

Phone & Bluetooth headset  
**\$2,000**

Embroidered uniform tops  
**\$35**

Air dispatch radio system  
**\$510,000**

Ergonomic dispatch chair  
**\$2,000**



BECAUSE OF YOU  
STARS has flown more than  
**60,000**  
total missions since 1985.



**YOU** MAKE IT POSSIBLE  
TO PROVIDE

**CRITICAL CARE, ANYWHERE**

**\$11.4M**

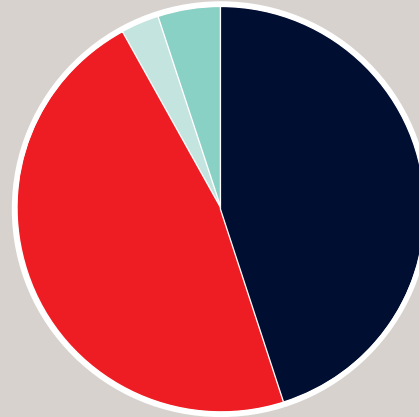
approximate annual  
cost per base

**37,345**

annual donors



### STARS funding sources, fiscal-year 2023-24



- NET FUNDRAISING
- GOVERNMENT CONTRIBUTIONS\*
- INDUSTRY SERVICES
- OTHER

\* cash received in year

## IT IS ONLY POSSIBLE WITH **YOU** BY OUR SIDE

As a charitable not-for-profit, we can only operate with the remarkable support of our community allies.

The unwavering commitment of allies like you makes it possible for us to continue providing life-saving care, wherever and whenever it's needed, and ensure we can serve Western Canadians well into the future.

**Thank you for making sure we can be there for the next patient, no matter how far.**

**529**  
active volunteers



# SHANNON PAQUETTE

DONOR RELATIONS & DEVELOPMENT OFFICER

780-890-3163

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