



# IMPACT REPORT

MARCH 2023

MATÔNDO TAONGA ZIKOM  
CHOUKRA  
TENKI WAAD MAHADSANTAHAY  
CÁM O'N SULKPA BARKA NANNI SUKRIYA  
GRACIAS DANKE  
THANK YOU  
OBRIGADO DANKI  
TERIMA KASIH ENKOSI ASANTE  
MURAKOZE SINGUILA  
GRAZIE NGIYABONGA KAKHULU



**Charity Navigator**



✦ **FOUR-STAR** ✦

**Smile Train has received a Four-Star rating from Charity Navigator, demonstrating our fiscal responsibility and commitment to using your philanthropic dollars to create the highest impact for our patients.**

## A Letter From Dr. Esther Njoroge-Muriithi



In 2008, I joined Smile Train as a volunteer in Kenya, lending my services and advice as a physician and patient advocate. It was during this time that I learned so much about philanthropy and how you give unselfishly and make personal investments that change the lives of the thousands of children who come to our partners for help each year.

I was, and continue to be, in awe of and inspired by your generosity.

Being a medical professional, I saw the work from a different perspective. Not only did I see the transformation in our patients physically and mentally, but I also saw healthcare professionals being empowered like never before.

Smile Train's sustainable model positively changed how hospitals and clinics embraced patient health and safety. The work went well beyond the surgery. Smile Train was systematically lifting up healthcare systems globally by focusing on providing the best care for cleft patients.

Much has changed since I started my journey at Smile Train. Personally, I officially joined the team and now serve as the Senior Vice President of Global Medical Programs. Organizationally, we are continuing to raise the bar by providing a full suite of comprehensive cleft services that will allow every child who comes to us the opportunity to survive - and thrive.

As I reflect on my time with Smile Train, there is one thing that has not changed: Your unwavering support us ensure that each person with a cleft can live their their best

possible life. You continue to motivate me to explore new horizons in cleft treatment and work to fulfill our vision: A world where every person has access to safe, high-quality, comprehensive cleft care and is able to live a full and healthy life.

Thank you for believing and trusting in Smile Train. Your commitment truly embodies the spirit of our motto: "Changing the world one smile at a time."

With gratitude,

A handwritten signature in black ink, appearing to read "Esther Njoroge-Muriithi".

**Dr. Esther Njoroge-Muriithi**  
MD, MPH

## OUR VISION:

A world where every person has access to safe, high-quality, comprehensive cleft care and is able to live a full and healthy life.

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## A Letter from David Liu



I was born with a cleft. By the time I was 18, I had undergone almost a dozen surgeries. Because of my cleft, my childhood was anything but typical. I didn't have many friends. I was also overweight, shy, and isolated from the normal childhood activities because I spent most of my time recovering, only to heal enough for my next surgery. When I did participate, I was ridiculed, laughed at. There was constant staring filled with whispers of, "What is wrong with him?"

However, I consider myself lucky. My mother, to this day, is the reason why I am strong, resilient, and successful. She stopped at nothing to ensure that I received the best care possible. Even when we lived in Hong Kong in the 1970s, where expertise in treating clefts was limited, she was determined to get me the best care possible.

While life was difficult, there were some positives. I focused my energies on my studies and excelled in school. This led to my acceptance into Harvard and the University of Pennsylvania, giving me an extraordinary education and platform to thrive in the financial and technology industries.

At the time, I didn't appreciate that my cleft also made me resilient. Nothing I have faced in my career was worse than the bullying and social stigma that accompanied me as a child. I was impenetrable and unstoppable; nothing was going to stop me from realizing my full potential.

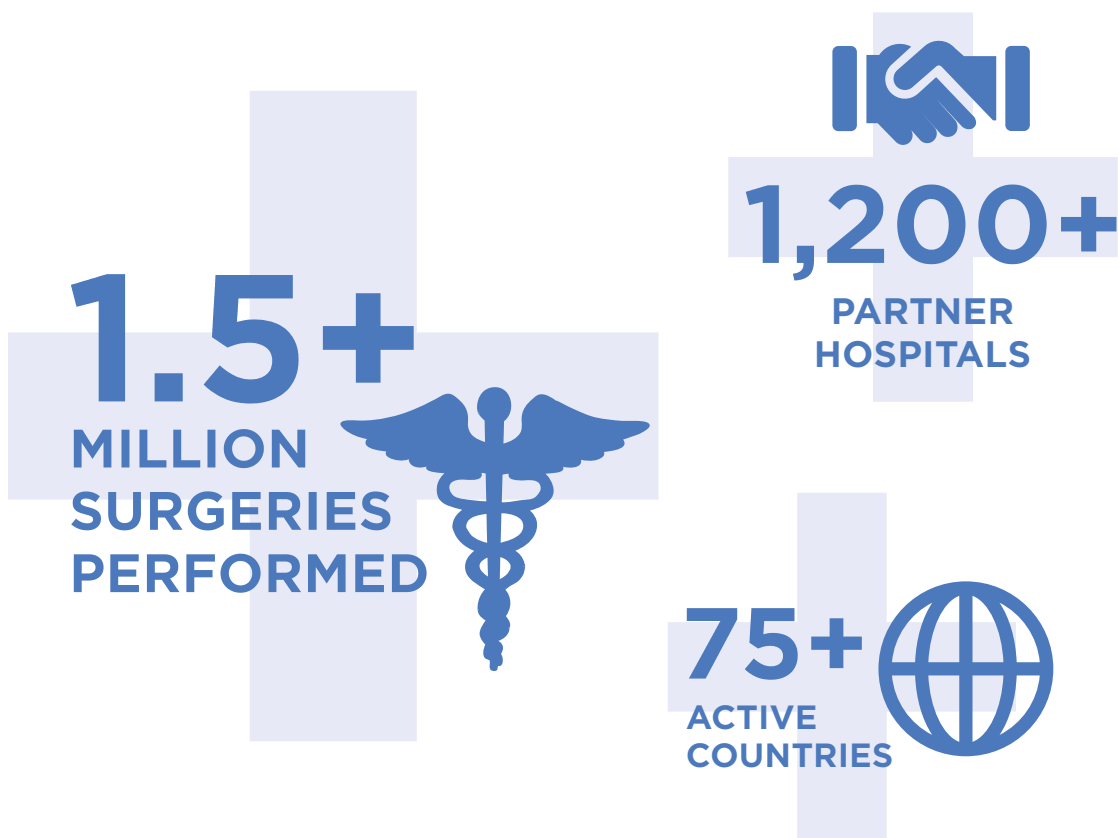
This is just a snapshot of my cleft journey and it's not the end. I will likely need additional treatment to preserve my quality of life.

Unfortunately, I am not alone. This is the life of a cleft-affected person. For millions of children, it's not just one surgery. It is a lifelong journey of challenges and treatment. For this reason, I am a huge supporter of Smile Train. They treat the whole patient and are dedicated to helping them for as long as it takes.

Thank you for all you do to support the Smile Train's vision of lifelong, whole-person wellness.

**Dave Liu, Chair, Philanthropic Advisory Council**

As a champion of Smile Train,  
you are choosing to support  
the whole patient.





## When it Comes to Cleft Care, Timing is Everything

For much of 2020 and 2021, COVID-19 forced many Smile Train partner centers to temporarily postpone surgeries and other in-person cleft care. This kept our patients and their families safe, but also created a backlog of some 60,000 children who now had to wait even longer for the care they needed.

Our partners have been working round the clock to bridge this gap: As of November 2022, you have helped support 24.6% more surgeries than in the first 11 months of 2021.

As a supporter of Smile Train, you know that timing is crucial.

Cleft-affected babies and their families must have access to the care and support they need when they need it. Unfortunately, many children and families worldwide live without access to this care. This inequity is the greatest in low- and middle-income countries due to a severe lack of infrastructure, resources, and medical professionals equipped to provide comprehensive cleft care. Even when care is theoretically available, families often face significant barriers to accessing it. Lack of awareness, cost, and inability to travel the often-long distances to treatment centers equipped to provide specialized care mean that many children never receive the care they need.

And COVID-19 is not the only cause of patient backlogs. When Smile Train opens a partnership in a new country or region, many older people who have lived for years without care come seeking treatment, including teenagers and adults. Because our partners provide safe, free cleft care every day of the year, these patients can at last receive the healing they need as soon as they are ready. As such, the average age of people with clefts tends to go down as our programs become better known.

Of course, there are many other factors contributing to the decreasing average age of people with clefts – for example, greater mobile phone connectivity and advocacy for investments in pediatric surgery. But Smile Train's global network of more than 1,200+ partner hospitals across 75+ countries remain a key, undeniable force driving this trend.

# Smile Train Heroes



Hearing

## Dr. Tarek Hassan

Many people don't know that clefts can cause severe, lasting hearing damage. Dr. Tarek, an ENT at Smile Train partner Kids Hospital in Giza, Egypt, is combating this misconception.

Nutrition

## Adriana Zavalaga

After applying for and receiving a nutrition grant from Smile Train, Adriana now regularly hosts nutrition workshops, free of charge, for cleft-affected families in Peru.





## Speech

# Eduardo Lopez

Eduardo is a cleft patient turned speech therapist. He now has a degree in neurolinguistics and provides speech therapy to children with clefts at Centro SUMA, a Smile Train Cleft Leadership Center in Mexico City, his hometown.



## Dental and Orthodontics

# Dr. Eduardo Varela

Dr. Eduardo Varela Ibanez has been performing Smile Train-supported cleft surgeries in Hidalgo, Mexico for 18 years, with a focus on pre-surgical orthodontics. By fitting patients with a simple orthodontic device that gently molds their palate, shapes their noses, and pulls the two sides of the lip together, this procedure makes the cleft easier to close and greatly reduces the length of any future surgeries.

## Counseling

# Endang Sasi

Though Endang Sasi's title at Smile Train Indonesia partner Yayasan Ummi Romlah Foundation is "social worker," "pathfinder" might be more accurate. Her job is to scour Sumatra's thick jungles, dirt roads, and countless small villages in search of people with clefts. It's hard, sometimes dangerous work, and she loves every second of it.

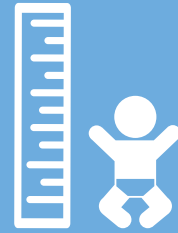




# Our Five-Year Nutrition Commitment

1M

mothers and children benefiting from cleft-specific feeding counseling



55k+

child malnutrition cases averted



1,000+

partner hospitals across 75+ countries empowered to offer nutrition services to every cleft-affected mother and child pair



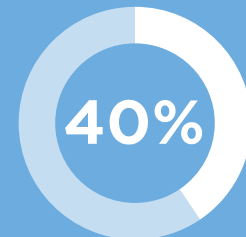
40k+

educational opportunities on cleft feeding and nutrition

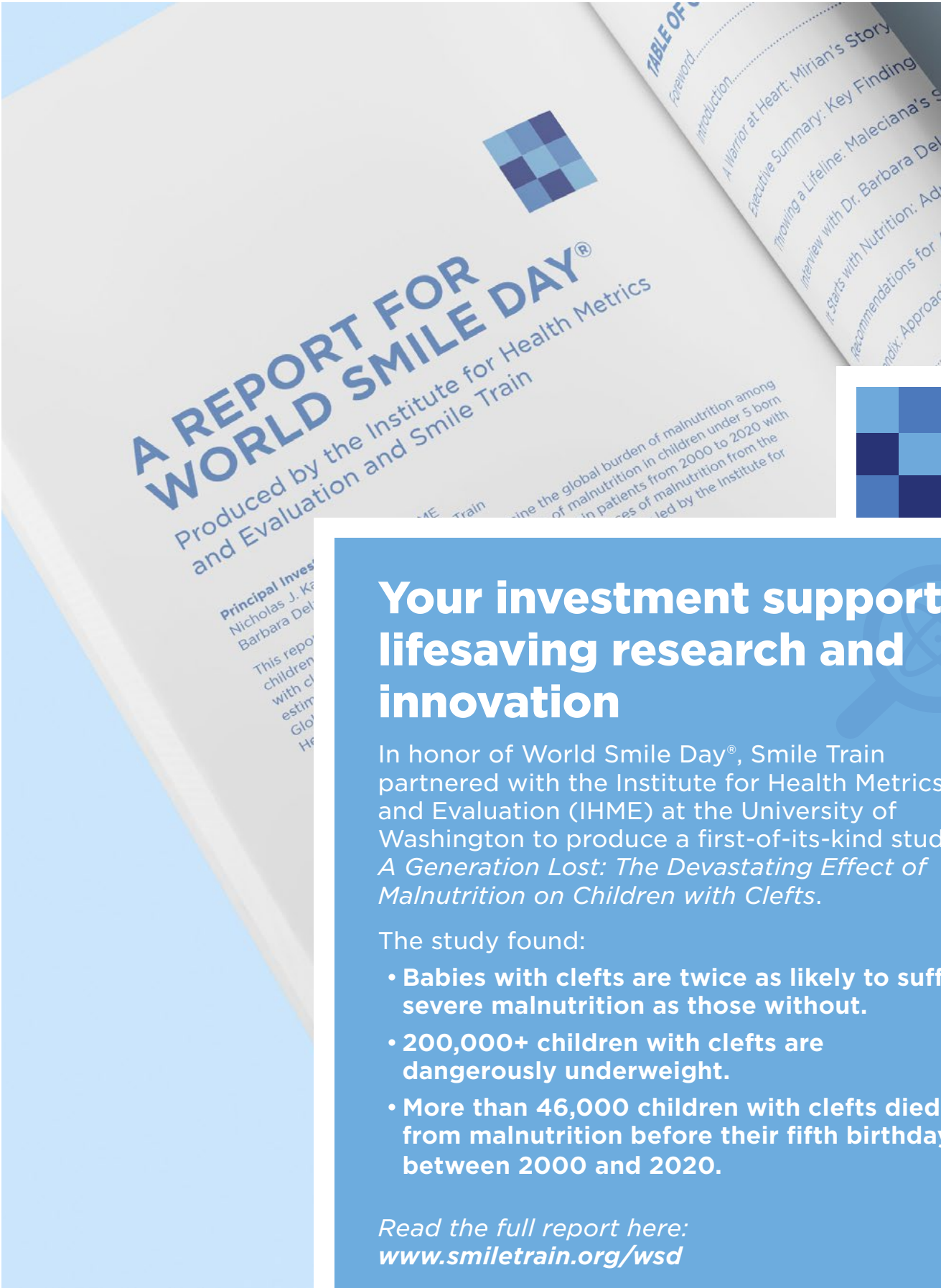


250+

partner hospitals in an organized network offering advanced nutritional care for malnourished children affected by clefts



reduction of the number of stunted children undergoing cleft surgery



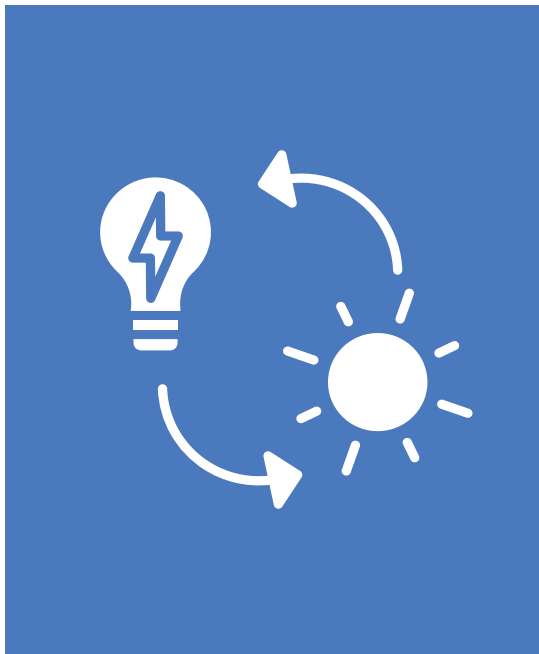
# Your investment supports lifesaving research and innovation

In honor of World Smile Day®, Smile Train partnered with the Institute for Health Metrics and Evaluation (IHME) at the University of Washington to produce a first-of-its-kind study: *A Generation Lost: The Devastating Effect of Malnutrition on Children with Clefts*.

The study found:

- **Babies with clefts are twice as likely to suffer severe malnutrition as those without.**
- **200,000+ children with clefts are dangerously underweight.**
- **More than 46,000 children with clefts died from malnutrition before their fifth birthday between 2000 and 2020.**

Read the full report here:  
[www.smiletrain.org/wsd](http://www.smiletrain.org/wsd)



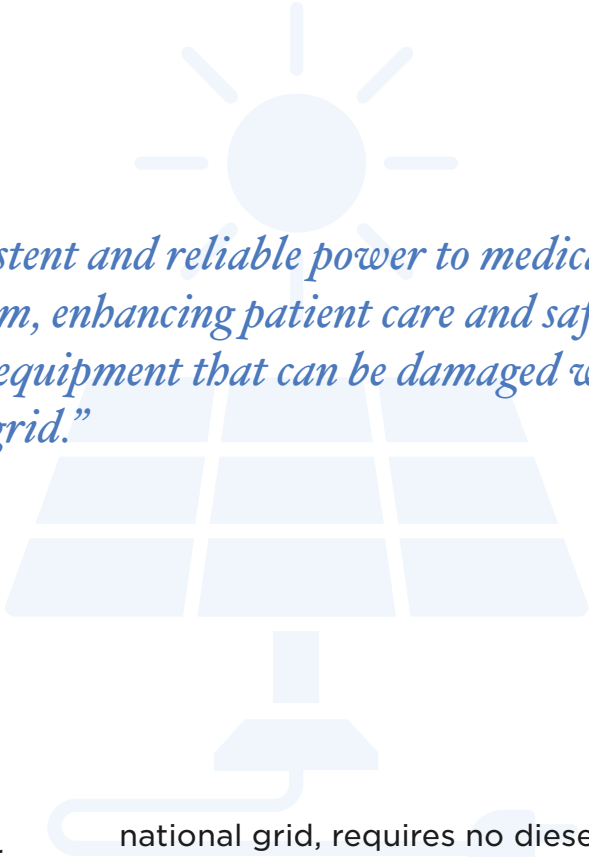
## Innovation on the Horizon

We are so excited to launch our pilot solar surgery systems at four partner hospitals in Africa with Kids Operating Room!

This system will provide sustainable and reliable power to operating rooms in parts of Africa where the main power grid is unstable and power outages are common. One hospital in South Africa may experience roughly 127 hours without power over six months (Nanji, 2022). In some cases, these power cuts last for days, severely impacting patient care. Meanwhile, when the facilities are working at full capacity, operating rooms are a significant source of greenhouse gas production for hospitals.

To help tackle this dual challenge, Smile Train and Kids Operating Room (KidsOR) will begin implementing stand-alone solar battery support systems in pediatric operating rooms across Africa in 2023. Solar panels will be mounted on the roof of a facility, which will charge a battery unit capable of powering medical equipment in an operating room continually during daylight and for a further six hours after sunset.

“This initiative aims to give consistent and reliable power to medical professionals in the operating room, enhancing patient care and safety while protecting much-needed medical equipment that can be damaged when there’s an outage with the main power grid,” said Susannah Schaefer, President, and Chief Executive Officer at Smile Train.



*“This initiative aims to give consistent and reliable power to medical professionals in the operating room, enhancing patient care and safety while protecting much-needed medical equipment that can be damaged when there’s an outage with the main power grid.”*

**Susannah Schaefer**  
President & CEO of Smile Train

Picking up the challenge to develop a surgery-specific power system, Garreth Wood, chairman of KidsOR, states: “Our team are experts at working in remote and challenging environments, and we approached this with a view that we had to provide seamless power supply to the operating rooms of even the most remote hospitals. Our solution is a combination of solar systems with some new developments, some of which are so unique that we 3D print them for each project. We can now deploy a power unit that removes reliance on the

national grid, requires no diesel generator backup, reduces the carbon footprint of each operation, increases patient safety, and integrates high-tech activities like anesthetic gas scavenging into even the world’s most remote hospital.”

Wood continued: “This unique solar surgery system makes the best possible care available to the most vulnerable children in the most remote areas. While improving health today, this partnership will also make sure we aren’t contributing to the climate change burdens of tomorrow.”

Smile Train and KidsOR’s collaboration aims to strengthen local healthcare systems and give local doctors the tools and skills needed to care for their own population.

Further reading  
[www.thinkglobalhealth.org/article/power-cuts-south-africa-wreak-havoc-health-care](http://www.thinkglobalhealth.org/article/power-cuts-south-africa-wreak-havoc-health-care)



# Get to Know Our Patients



## A Letter from Juan, a 10-Year-Old Patient from Chile

My name is Juan. I am from Isla de Maipo, Chile. I live with my dad, my mom, my dogs, and a rabbit. And I was born with a cleft.

I don't remember anything about my first years with my cleft. All I know is that when I was little, my parents found Fundación Gantz in Santiago, where I have gone for free treatment thanks to Smile Train ever since. Every time I go to Fundación Gantz, my parents support me. I thank them for that because it is not easy to arrive on time for checkups. We have to get up at six in the morning to drive for more than an hour in traffic and be careful not to get hit by other cars.

Fundación Gantz has helped me a lot. First, they healed my cleft lip. Then, with orthodontic treatment, they managed to correct my bite. And later, they will perform a jawbone surgery.

Today, when someone asks me what the little mark on my lip is, I tell them. It has never bothered me because it is so small that you can hardly see it.

In the past, children bullied me at school. I started training in taekwondo at the age of four in a gym next to my kindergarten and it was just what I needed at that time. Learning karate has also helped me. It made me more confident — before, children hit me, and now they respect me.

I had a friend once who was not really such a friend because he always hit me. I stayed friends with him because I was afraid of being alone, but he wasn't really my friend. Now, in karate, I have made several friends who, although they are not my age, I get along with well. Once, when I was in a ring, I was picked on by other kids and they stood up for me.



I don't tell my friends much about my achievements, but when they walk into my bedroom, they are amazed by the trophies I have. Then I tell them my story.

I like all the doctors who treat me, but one doctor is my favorite — she has known me since I was born. I also like the doctor who performs my orthodontic treatment. I have a plate in my mouth for my orthodontics. It used to leave a bad taste in my mouth every time I removed it, and the doctor managed to make me no longer feel that sensation. I don't know how he did it. It's impressive.

Once we met a family at Gantz who had forgotten an orthodontic appliance, and the patient's mother was very sad. Since I no longer had to use it, my mom offered mine to her and in this way, we were able to help a family and make them happy.

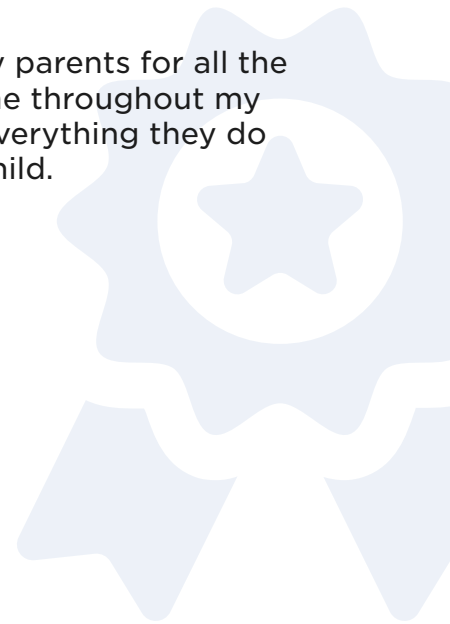
As I said, I'm now doing orthodontic treatment to have good teeth. I notice the progress in my treatments, especially with the teeth that are now straight. I think that with all the treatment I'm doing, I'll have a beautiful smile.

When I grow up, I would like to go to university and study mechanics. I would also like to be a truck driver because they are paid well and I find it fun to drive a loaded trailer. I would also like to have children.

I want to tell the professionals at Gantz to keep it up because their work is super good, and they help a lot of people who need it.

To someone who is beginning with orthodontics, I would tell him not to be afraid, that nothing bad will happen. Sometimes it could hurt a little, but in the end, they will have super nice teeth.

I also want to thank my parents for all the help they have given me throughout my treatment. Thanks to everything they do for me, I am a happy child.





*“I am very grateful for my cleft treatment because I cannot imagine what my life would be now without it...”*

*...May Smile Train donors like you continue to support babies who are born with clefts by providing them with treatment and other services so that they can grow healthy, like what you did for me.”*

**Osawa**





## Dear Smile Train Supporters,

My name is Osawa and I live with my parents and siblings in Bigegu, Tanzania. I am 16 years old and the second oldest of six children. You may know this already... but I was born with a cleft.

Before my cleft surgery, I had difficult eating. Food would spill outside my mouth when I ate, and people would stare at me.

School was hard. I wasn't happy in class, and it was always a challenge to make new friends. No one would play with me, or even to come near me because of how I looked. I was excluded, discriminated against, and laughed at.

When I was six, my father learned I could get cleft surgery for free in Dar es Salaam from an organization called Smile Train. Soon after, we learned that I was to be Smile Train's one-millionth patient! I felt very happy to learn this and felt so lucky my wait was finally over.

Smile Train sent some of their staff and people with cameras to our village to follow me around and film my journey to surgery. At first, I was very scared to do anything in front of them. I was self-conscious about the camera, but as time went on, I was happy to be with them.



When I returned from the hospital, people were surprised to see how I changed after surgery, as the majority believed I would not be cured. But I was! You couldn't see food come out of my mouth while I ate and I was also able to play with other children at school.

Today, they no longer stare at me and I'm seen like every other child. Sometimes, when people who don't know my story see my scars and ask what happened to my upper lip, I share with them about my cleft and how I was treated.

I am now in Grade 7 at Bigegu Primary School. I study in the classroom with my classmates and play different sports like soccer.

My favorite subject is English because in the future it will help me communicate with other people outside Tanzania, like the people like you who sponsored my cleft treatment. Smile Train staff members and people with cameras have visited a few times since my surgery to check up on me. I have seen them become part of our family. I am always happy to be with them now, and I wish I could leave with them for the United States.

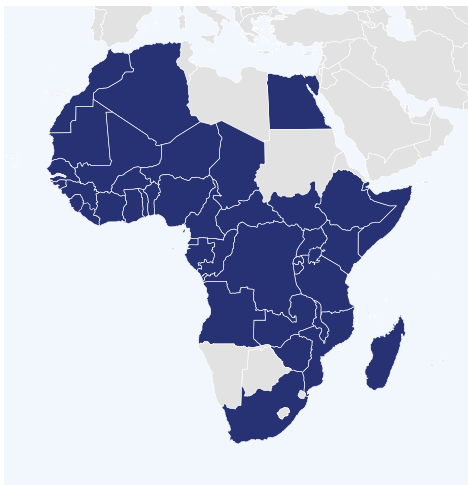
When I grow up, I want to be a doctor so that I can help children and adults with different needs, especially those who are born with clefts, as I was helped by Smile Train.

I am very grateful for my cleft treatment because I cannot imagine what my life would be now without it, as I now can play and participate in various activities like other children, such as farming, cattle grazing, and doing house chores.

May Smile Train donors like you continue to support babies who are born with clefts by providing them with treatment and other services so that they can grow healthy, like what you did for me.

**Osawa**

# Your support for Smile Train is changing the world.



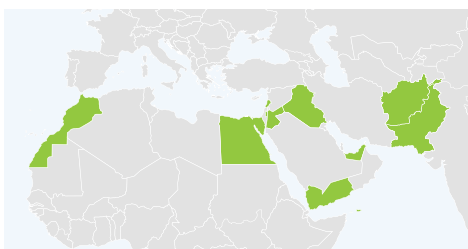
## AFRICA

### Cleft Nutrition Care is Saving Lives in Tanzania

Babies with clefts often struggle to breathe, hear, and speak. But eating is their deadliest struggle by far, as clefts can make nursing impossible. We have set an ambitious goal of reaching more than one million babies with clefts at risk of malnutrition by 2026. Thanks to your support, we are well on our way to meeting it.

#### Further Reading:

[smiletrain.org/2022/09/30/cleft-nutrition-care-saving-lives-tanzania](https://smiletrain.org/2022/09/30/cleft-nutrition-care-saving-lives-tanzania)



## MIDDLE EAST & NORTH AFRICA

### You Have to be Brave

Nearly starved at birth, orphaned at five, and bullied relentlessly, Sondos has survived a lot in nine years. Now, she's ready to thrive.

#### Further Reading:

[smiletrain.org/2022/05/13/against-all-odds-sondos-designs-future](https://smiletrain.org/2022/05/13/against-all-odds-sondos-designs-future)



## CHINA

### Smile Train Carries Love to Thousands of Villages in China

Home of Smile Train's first patient, Wang Li, Smile Train China is still growing after more than 24 years because of you, our committed donors.

#### Further Reading:

[smiletrain.org/2022/11/01/smile-train-carries-love-thousands-villages-china](https://smiletrain.org/2022/11/01/smile-train-carries-love-thousands-villages-china)

## INDIA

### Training OB/GYNs

When an OB/GYN spots a cleft in an ultrasound, they can start educating the family and arranging treatment before the child is even born. Yet across India, many were not trained to spot a cleft. Smile Train partnered with the Federation of Obstetric and Gynaecological Societies of India to bridge this gap, launching a medical protocol to train OB/GYNs across the country to identify clefts early and direct families to their nearest Smile Train partner.

#### Further Reading:

[smiletrainindia.org/media/press/smile-train-india-partners-fogsi-drive-early-diagnosis-and-intervention-children-clefts](https://smiletrainindia.org/media/press/smile-train-india-partners-fogsi-drive-early-diagnosis-and-intervention-children-clefts)



## INDONESIA

### You've Helped Sponsor 100,000+ Surgeries in Indonesia

In early March 2022, a boy named Angurah received a free surgery that freed him to eat, breathe, speak, go to school, and live confidently. That is a cause for celebration. But realizing that Angurah's treatment was the 100,000th life-changing cleft surgery sponsored by Smile Train Indonesia since 2002? Now that is cause for 100,000 times the celebration!

#### Further Reading:

[smiletrainindonesia.org/en/stories/smile-train-indonesia-marks-100000-smiles-style](https://smiletrainindonesia.org/en/stories/smile-train-indonesia-marks-100000-smiles-style)



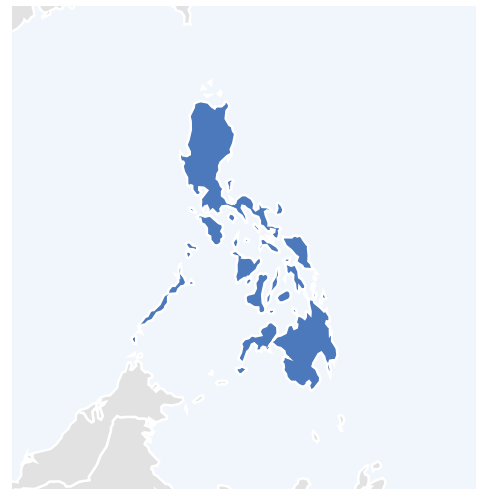
## PHILIPPINES

### One Mother's Cleft Journey, in Her Own Words

Maricel lives in Manila, with her husband and two daughters with clefts, ages six and two. She shared her story with us just after local experts performed the free cleft surgeries her girls needed to live and thrive, thanks to Smile Train supporters like you.

#### Further Reading:

[smiletrain.org/2022/10/20/maricel-both-my-daughters-have-clefts-and-i-consider-myself-luckiest-mom-earth](https://smiletrain.org/2022/10/20/maricel-both-my-daughters-have-clefts-and-i-consider-myself-luckiest-mom-earth)



## BRAZIL

### You are Bringing Smiles to the Amazon.

For so long, children with clefts from indigenous Amazonian communities had nowhere to turn for care. Our local partner Instituto Yaçuri da Amazonia is dedicated to changing that.

#### Further Reading:

[smiletrain.org/2021/05/24/bringing-smiles-amazon-yacuri](https://smiletrain.org/2021/05/24/bringing-smiles-amazon-yacuri)



## LATIN AMERICA

### Your Support Provides Education and Training Opportunities for Medical Professionals.

Mariane Goes, Smile Train’s Director for Education and Training for Latin America and the Caribbean, is expanding our “teach a man to fish” model like never before by providing local professionals across Latin America and the Caribbean with education and training opportunities.

#### Further Reading:

[www.smiletrainla.org/en/stories/mariane-goes-teaching-world-to-fish](https://www.smiletrainla.org/en/stories/mariane-goes-teaching-world-to-fish)



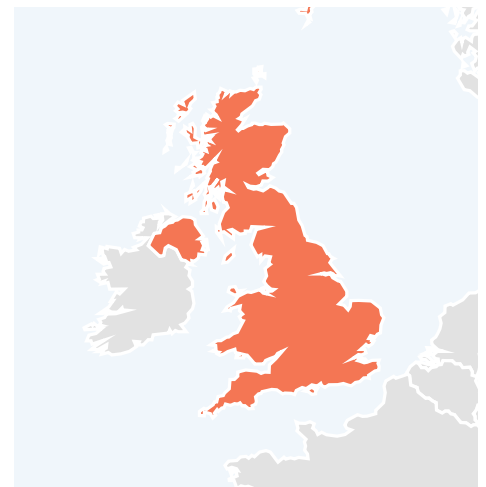
## UK

### A Supporter’s Journey

Smile Train UK supporter, Christian Hadjipateras was born in London with a cleft and other complex craniofacial anomalies. To mark Cleft Lip and Palate Awareness Week (May 7-15, 2022), Christian has penned a letter on his facial difference journey to give his 15-year-old self some encouragement.

#### Further Reading:

[smiletrain.org.uk/2022/05/06/cleft-lip-and-palate-awareness-week-letter-my-younger-self](https://smiletrain.org.uk/2022/05/06/cleft-lip-and-palate-awareness-week-letter-my-younger-self)



## A Heartfelt Thank You

Harkirat was born with a cleft lip and palate and has received comprehensive cleft care through his local Smile Train partner hospital.

When you support Smile Train, you give more than a smile. Your gift represents hope and the opportunity for patients to live a full and healthy life. Harikrat's story is just one example of how you are transforming lives.

Actions speak louder than words, and I believe that God chose us, the children with clefts, to prove this. I am Harkirat Singh Paras, and I am an entrepreneur, engineer, YouTuber, Google-Certified digital marketer, and brand photographer. I was born with a bilateral cleft lip and palate in Amritsar, Punjab, India. Like other cleft parents, mine were unsure about where to go and how to get medical attention. However, they were optimistic and determined to get me the best treatment as soon as possible. That is when my cleft journey began.

Until I was 18, I hardly spoke to anyone. The reasons included doctors advising me to talk less, as I had significant hearing and speech issues related to my cleft, making it difficult for me to talk properly, and bullying by classmates because of my



voice. As I got older, the bullying got worse. I even got rejected in a job interview just because of my cleft. This made me feel self-conscious and isolated. I spent my time focusing on academics and staying healthy for each upcoming surgery.

However, my graduation was the turning point of my life. When I started college, I decided to leave behind my introverted nature and fear of public speaking. While studying for my Bachelor of Technology in mechanical engineering, I began to do research on fossil fuels. I published my various research papers on biodiesel, and one of them won the Best Paper Presentation Award at a conference sponsored by the Government of India. I was elected as Student Head of the college and was conferred with the Best Student Award by the Indian Society for Technical Education Student Chapter. I was the first student at the college to get officially promoted to a role as part-time employee for social media management, along with my studies.

*“Today, at every stage, I adore my brave parents... and most importantly, Smile Train. You all collectively gave me the most beautiful smile on this earth.”*

### **Harkirat Singh Paras**

Most of my friends and even my relatives don't know that I can sing. Yes, you read it right. I am a cleft patient, and I can sing. I have completed a five-year vocal course from Pracheen Kala Kendra, which is equivalent to a Master of Arts in music. I have chanted in the world-famous Golden Temple. Currently, I am pursuing a Master's in Business Administration in international business from Lovely Professional University. I am the founder and director of a conglomerate that does business in industrial hardware and digital services.

The world bows in front of those who believe in their dreams. I chose to stand up and work to change the mindset of people about me and others like me. Today, I proudly say that I talk to hundreds of clients and colleagues and do business all over India. Thousands of people without clefts ask me, for guidance, motivation, help, and support.

Currently, I am undergoing orthodontics and speech therapy treatment at Smile Train partner Amandeep Hospital in Amritsar. I can feel the worries of other kids' parents, who ask my mother about me during my checkups. When my mother tells them about my achievements, their million-dollar smiles and reassured expressions make my heart swell with pride. I still remember that



emotional day when a father who was visiting Amandeep Hospital for the first time asked me for my guidance on how to raise his son.

Today, at every stage, I adore my brave parents, my cleft team -- Dr. Puri, Dr. Ravi Mahajan, Dr. Sukhdeep Singh Kahlon, Dr. Manmeet Kaur, Dr. Amreen -- and, most importantly, Smile Train. You all collectively gave me the most beautiful smile on this earth.

*As narrated by Harkirat Singh Paras.*

And a special thank you to our many corporate and programmatic partners including...

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NANNI SUKRIYA  
GRACIAS DANKE  
THANK YOU  
OBRIGADO DANKI  
TERIMA KASIH ENKOSI ASANTE  
MURAKOZE SINGUILA  
GRAZIE NGIYABONGA KAKHULU