



Annual Report 2013



- |             |                    |            |              |               |
|-------------|--------------------|------------|--------------|---------------|
| Afghanistan | Colombia           | India      | Nicaragua    | South Korea   |
| Albania     | Costa Rica         | Jamaica    | Pakistan     | Santa Lucia   |
| Argentina   | Dominican Republic | Jordan     | Palestine    | Tanzania      |
| Bali        | Ecuador            | Kenya      | Panama       | Thailand      |
| Belize      | El Salvador        | Lebanon    | Paraguay     | Tibet         |
| Bhutan      | Germany            | Liberia    | Peru         | Uganda        |
| Bolivia     | Ghana              | Macedonia  | Philippines  | Ukraine       |
| Bosnia      | Guatemala          | Mexico     | Romania      | United States |
| Brazil      | Guyana             | Mozambique | Senegal      | Uruguay       |
| Cambodia    | Haiti              | Myanmar    | Serbia       | Venezuela     |
| Chile       | Honduras           | Namibia    | Sri Lanka    | Vietnam       |
| China       | Hungary            | Nepal      | South Africa | Zimbabwe      |

latin america india indonesia africa asia



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## Our Mission

*Airline Ambassadors provides for orphans and vulnerable children by leveraging connections with the airline industry towards humanitarian service.*

## Board of Directors

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## Headquarters Staff

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**Carl Innis**

*Operations*

**Sandy Dhuyvetter**

*Communications*

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*Accountant*

**Chelsea Lanore**

*Intern*



## A Message of Thanks and Appreciation

AIRLINE AMBASSADORS is eternally grateful for your continued generous help and participation. With the support of our members and partners, last year we were able to personally improve the lives of an estimated 11,000 children in 5 countries.

In 2012 we hand delivered thousands of lbs of medicine, medical supplies, food, clothing and school supplies directly to children in need. We also escorted 265 children and orphans for life changing surgeries and to new homes. We established long term relationships between youth around the world and offered hope and education to children in over 22 facilities, villages and refugee camps.

We also positively impacted hundreds of volunteers with inspiring opportunities to bring compassion into action. Our members deepened their understanding of global inequity, respect for diverse cultures, and appreciation of our common humanity.

AIRLINE AMBASSADORS is the only international aid and development organization to operate within the airline industry. We effectively leverage capabilities within our industry to provide low cost transportation, transport of goods, customs or logistical and direct aid delivery to disaster regions, as well as to orphanages, clinics and remote communities. We have grown to thousands of members that act as a human link connecting world resource to world need.

For every dollar donated in 2012, we were able to deliver DOUBLE that value of humanitarian aid to thousands of impoverished children. With a bare minimum of donations going to administrative costs we have been able to achieve more than we had ever expected or hoped.

Clearly, we could not accomplish our work without the support of our volunteers, the airlines and local partners including dozens of non-profits, businesses and local governments. This letter of thanks and appreciation goes out to all our benefactors who have generously contributed their resources, time and passion to those who await our help worldwide.

In Shared Dedication,

Nancy Rivard  
President and Founder

Thank you to our donors and sponsors for helping to create

## *A Mosaic of Miracles!*

**\$200,000+**

UNICEF

**\$20,000+**

American Airlines  
Hilton Worldwide  
United Airlines  
David Rivard

**\$10,000+**

Hannah's Heart Foundation  
Lantos Foundation for Peace and Justice  
Osterhout Design Group  
Nancy Rivard

**\$5,000**

American Giving  
Richard Ingersoll  
International Air Transport Society  
Lois Lacy  
Southern Iowa Economic Development Association

**\$3,000+**

Roberta Annan Consulting  
International Tourism Management Institute  
Saber Holdings

**\$2000+**

Victoria Alfs  
Austin Community Foundation  
Power of One Foundation  
Rotary International



**\$1,000**

Carolyn Larson  
Brooke Newell

**\$500**

Lois Lacey  
Network for Good

**\$250**

Sharon Baron  
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Tim Terpstra  
Lili Townsend  
United Health Group

## From the President and Founder

Airline Ambassadors provides international relief and development to underprivileged communities worldwide.

### OUR VISION

AIRLINE AMBASSADORS INTERNATIONAL has demonstrated that development assistance works best under the direction and invitation of those we assist. Creating opportunities for ordinary people to participate in international development and aid relief will be a critical element in determining the success of foreign aid programs politically and pragmatically.

Typically, relief and development organizations restrict donor involvement to contributions, while making exceptions for high donors. They also rely on highly paid humanitarian professionals who restrict project visitation by ordinary citizens. While certain projects might certainly warrant such protocol, we believe that people from all walks of life have skills to offer in making communities whole again. Thus volunteers bring unique aspects that enrich personal relationships with the people they serve. The additional human resources we enable and provide bridge vital gaps in assistance shortfalls that are increasingly apparent everywhere.

While there is not an abundance of resources in an increasing number of communities, there is an abundance of human spirit that we are placing, leveraging and nurturing.

#### The Airline Ambassador Elements of Service Include:

- A greater leverage of resources that can be created by developing the "human element." This human element consists of a greater sense of responsibility by both the giver and the aid recipient.
- On-going volunteer programs that provide vital resources to community development and disaster relief.
- Local independence and self-determination, which is the ultimate objective of any development or aid. We link the above elements of service with aid, funding and professional service delivery to provide training and education for our volunteers. Our model provides a "continuity of care" element, which is emblematic of Airline Ambassadors projects in 52 countries.

### AIRLINE AMBASSADORS INTERNATIONAL (AAI)

is a non-profit organization affiliated with the United Nations and recognized by the US Congress. Inspired by the UN Millennium Development Goals, AAI provides a way for individuals to participate and contribute to humanitarian relief and development projects at home and abroad.

AAI provides domestic and international aid relief and development services to people and communities in need.

Our teams have made significant contributions to our world community, addressing issues of POVERTY & HUNGER, CHILD WELFARE, EDUCATION, HEALTH, and COMMUNITY DEVELOPMENT. This year we also took the lead educating the airline industry about HUMAN TRAFFICKING.

Partnering with non-governmental organizations (NGOs), schools, churches, and civil society organizations, Airline Ambassadors leverages its affiliation with the travel industry to match world resource to world need. Thousands of members volunteer their skills, time, finances, and effort to become a direct link, providing humanitarian aid, tangible care and goodwill services.

#### How does Airline Ambassadors accomplish so much?

We provide a structure for our members to volunteer and make a personal difference in the global community. Our members are provided a venue to apply their unique interests and skills to helping others.

Our humanitarian model has unleashed creativity and resources heretofore untapped. In 2012, our volunteers contributed many thousands of hours of volunteer service and spent hundreds of thousands of dollars of personal income. They helped establish orphanages, schools, clinics, feeding programs, vocational training, and agricultural programs.



# Airline Ambassadors INTERNATIONAL

Where we work  
53 countries since 1996



### Value of Aid by Country 2011-12

Colombia	\$2,943	1 mission
Cambodia	\$12,370	2 missions
Dom. Rep.	\$23,507	3 missions
Haiti	\$1,988,458	17 missions
Jamaica	\$9,046	3 missions
Ecuador	\$7,880	1 mission
So Africa	\$8,467	1 missions
<b>Total</b>	<b>\$2,068,276</b>	<b>32 missions</b>

(Amount of in-kind aid, not counting services and travel)

Giving Wings to Love...

## POVERTY & HUNGER *Addressing food security*

AIRLINE AMBASSADORS is committed to help serve the needs of those who suffer from poverty and hunger. In 2012 we provided \$21,141 towards this focus, and supported nutritional feeding programs in HAITI working closely with the World Food Programme and Catholic Relief. We continued to bring support to El Hornerito Feeding program in ARGENTINA and supplied meals to children with support spearheaded by Rachel Martinez now working for the US Embassy. We supplied 12,000 lbs of the nutritious supplements to support maternal health to Hospital Bloom, in EL SALVADOR to combat malnutrition and support maternal health. AAI's support of Casa Campo orphanage in MEXICO has provided food for the children and the garden we started there continues to provide fresh vegetables for 82 children and staff. The Vulindela program of sustainable agriculture we started in S. AFRICA's Eastern Cape, continues to provide nourishment for a population of 10,000.



## HEALTH and DISEASE PREVENTION *From clinics to mountain-top villages*



AIRLINE AMBASSADORS delivered \$24,161 worth of medications, supplies and equipment to 20 hospitals and clinics affecting thousands of lives. Most of our medical focus was in meeting immediate needs after the disaster in HAITI at General Hospital and CDTI where our volunteer medical teams were

performing up to 100 amputations per day. Some of our medical aid arrived in the DOMINICAN REPUBLIC and we coordinated transport over land to the hospitals we were working with. One of our MD's helped raise \$150,000 to help keep CDTI Hospital open, but sadly, this was not enough

and the hospital closed. We re-contacted donors to re-direct this money to the respected NGO – Partners in Health. Our teams also helped coordinate community health clinics in Mirebalais and supported the outreach effort from Quisqueya School treating hundreds of patients.

AAI members delivered hygiene kits of soap, shampoo, washcloths, toothbrushes, etc. as part of each mission. Our members taught basics such as hand-washing, tooth-brushing, the dangers of smoking, and importance of cleanliness, good nutrition and pure water.

Our Children's Escort program also broke a record this year, and AAI volunteers provided a loving and capable escort for 265 children traveling to the US for medical care not available in their home countries.

## CHILD WELFARE *Sharing love and giving hope*

In 2012 AIRLINE AMBASSADORS provided \$196,308 worth of aid to support children's welfare. AAI completed construction of 7 Safe Houses for trafficked children in 7 border locations in Haiti, in the cities of Belledare, Port au Prince, Miraguan, Mirabalais, Ouananthe and LeCaye. We provided shoes, clothing, toys, arts and sports equipment and in many cases hosted a party where aid was given as part of the celebration. Our teams delivered soccer equipment to L'Athletique program at in HAITI, providing recreation and food to 3000 children near CitieSoliel. We provided dozens of musical instruments to the music school that collapsed during the earthquake. We continued support to Casa de Campo Orphanage in MEXICO, who has been dependent on our assistance for the last three. Our teams provided supplies and built a playground for Ninos de Christo orphanage in the DOMINICAN REPUBLIC. AAI conducted similar activities for children in CAMBODIA, NICARAGUA, and SOUTH AFRICA.



After correctly identifying trafficking on four flights in 2010 AAI worked with Homeland Security and Customs Border Protection to develop an awareness training for the travel industry in coordination with the *Blue Lightning Campaign*. The training was presented 12 times in 2012 at airports and other locations raising awareness on this important issue.

## EDUCATION *Investing in the future*

AIRLINE AMBASSADORS delivered \$15,101 in programs on education in 2012, and supported schools in four countries. Many thanks to our members and partners we were able to refurbish schools in the DOMINICAN REPUBLIC at Ninos de Christo Orphanage in La Romana. We provided school desks for children in MEXICO, and computers and supplies to schools in ARGENTINA, and CAMBODIA. We also delivered school kits and supplies to the Schools in tent camps in HAITI and backpacks and supplies to kids in the devastated slum of Solino. On virtually every one of our missions we deliver school kits containing notebooks, pencils, sharpeners, scissors, etc. Restricted funds also provide funding for teachers salaries and school building projects. AIRLINE AMBASSADORS also provided industry specific Human Trafficking Awareness training at 15 locations throughout the United States. After correctly identifying trafficking on four airlines in 2009, AAI worked consulted with Customs Border Protection, Department of Homeland Security, and the Dept of Transportation to develop a training reflecting the DHS *Blue Lightning Protocol* to 1,710 participants including flight attendants, pilots, ticket agents, Travelers Aid, TSA, hotels and travel industry employees. AAI provided trainings including a survivor of human trafficking in San Francisco, Washington DC, Dallas Ft. Worth, Indianapolis as well as monthly training as part of the International Tourism Management Institute. Airport trainings were supported by local government, NGO and travel industry professionals



## DISASTER RELIEF *Immediate response to human suffering*

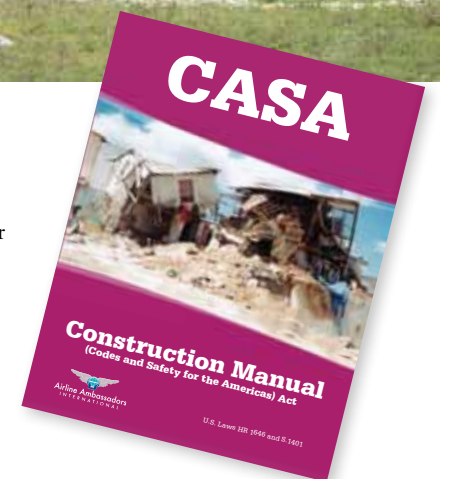
With the 8.8 earthquake devastating HAITI on January 12, 2010, AAI jumped into action after one of the worst humanitarian disasters in history. Due to our partnership with US Army Southern Command, we were able to clear airplanes into PAP airport before commercial carriers could land. Our first airplane was chartered from Insel Air on Jan 18, thanks to a donation from FAMRI and the Homeless of Miami. This plane was filled with 10,000 MRE's (meals ready to eat), medicine and 32 emergency medical personnel. AAI mobilized 16 more airplanes thanks to donations from United Airlines, Belinda Stronach Foundation and Yele Haiti. Those planes transported 3M lbs of food, water and medical supplies delivered directly to those in need. With the help of US SouthCom, 82<sup>nd</sup> Airborne and the Haitian National Police we hand delivered disaster assistance directly to children and families in refugee camps around the country. Many thanks to ProcuServe and Madray Steel who donated buildings to Ambassadors. AAI offered these as Safe Houses to build the capacity of the Bureau for Protection of Minors (a division of the Haitian National Police) for the cause of child protection, as trafficking increased in the disaster situation. This gesture prompted Airline Ambassadors first major funding by UNICEF, and to establish a permanent office in the country.

Two months after the Haiti earthquake, CHILE was rocked by another huge earthquake disaster. Our AAI team was one of the first NGO's to visit at the epicenter of the quake, and provided funding to rebuild a house for a destitute couple.



## COMMUNITY DEVELOPMENT: *Building capacity in the developing world*

AIRLINE AMBASSADORS provided \$15,101 in support building the capacity of Haitian Law Enforcement, UNICEF, MINUSTAH and IBESR (Haitian Social Services). Our efforts in 2010 constitute our most significant humanitarian contribution to date. AAI is the only NGO in Haiti working with the Haitian National Police, and facilitated partnerships between local officials, law enforcement of the DOMINICAN REPUBLIC as well. We also provided engineering for the development of sustainable agriculture, vocational training programs in Hinch and Mirebalais HAITI, The CASA Corps manual for building codes was translated into French, and Haitian workers were trained to build according to the US building code. This simple to use construction manual "The Essential Elements of a Building Code". Is a basic instructional manual for building earthquake resistant housing. The AIRLINE AMBASSADORS CASA Corps team is comprised of architects, engineers and municipal officials from the highest level institutions. In 2006 the team produced a construction guide and program for local builders in communities without building codes. . We intend to expand this successful pilot training program into other municipal building departments in HAITI next year and possibly to expand to the DOMINICAN REPUBLIC and COLOMBIA. Our Safe Houses in Haiti are prototype structures that can be duplicated in any country with seismic challenges. And the manual become a teaching aid to train local professionals in proper building techniques. These programs build capacity at the local level and share valuable knowledge with developing countries.



## We accomplish our mission through these programs:

### Humanitarian Missions

AIRLINE AMBASSADORS coordinates missions every month where members hand deliver medical supplies, first aid kits, school supplies, clothing, blankets, and medicine to refugee camps, orphanages, clinics, schools, and remote communities. We also provide opportunities for medical professionals, teachers, builders, and travelers of all ages and professions to share their unique skills and expertise to benefit local communities. In 2010, we delivered \$2.1 Million of humanitarian aid, directly impacting an estimated 92,000 children.



### Children's Escort Program

AIRLINE AMBASSADORS contracts with various adoption agencies and non-profits to provide volunteer escorts for children in need of medical care not available in their home countries or for orphans going to their new homes. These Airline Ambassadors are airline personnel who use their flight privileges to provide a loving and capable adult companion for these disadvantaged children at a fraction of the cost to adoption agencies, health care partners or individuals requiring our service. In 2012 we escorted 265 children, representing 8,921 service hours.



### Education and Advocacy

*Below are our two main programs to increase education and build a better world:*

#### Human Trafficking Awareness

AIRLINE AMBASSADORS developed the first training on human trafficking awareness tailored specifically for the airline and travel industry. AAI provides a team of four trainers to present a 90 minute training at airports or other locations with handouts and scenarios as well as pre and post assessments, wallet cards and handouts. Trainings include stories from a survivor of human trafficking as well as stories of flight attendants and others who have identified trafficking in real case scenarios. AAI is the chief advocate in the travel industry for awareness of this fast growing crime.



#### CASA Corps

The CASA Corps program within AIRLINE AMBASSADORS was established in 2001 after the CASA (Code and Safety Act of the Americas) was enacted. The program provides opportunities for architects, construction engineers, and building code officials to share knowledge with their counterparts in developing countries who are critically in need of safe building technologies. The preventative approach of the CASA Corps program has a potential to save millions of lives in the event of earthquakes or other natural disasters. Our CASA Corps Manual was translated into French in 2010 for adaption to HAITI.



## 2012 Financial Highlights

The following is a financial summary for fiscal year 2012. Airline Ambassadors audited financials and non-profit 990 tax return is available on our website at [www.airlineamb.org](http://www.airlineamb.org)

### Statement of Activities

Year ending Dec. 31, 2012

#### SUPPORT AND REVENUE

Private Support and Revenue (called "Public" support)

Grants	\$294,038
Dues and sponsorships	\$28,696
Direct Public Support	\$60,475
In Kind Donations	\$24,000

**TOTAL PUBLIC SUPPORT \$407,209**

#### Expenses

Programs and Services

Poverty and Hunger	\$21,141
Health	\$24,161
Education	\$45,302
Child Welfare	\$196,308
Community Development	\$15,101

Programs Total	\$302,013
Management and General	\$84,211
Fundraising	\$6,742

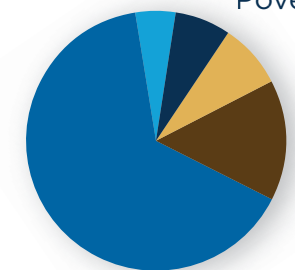
**TOTAL EXPENSES \$392,966**

Community Development 5%

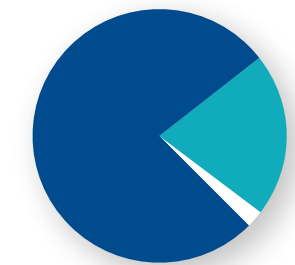
Poverty & Hunger 7%

Health 8%

Education 15%



Child Welfare 65%



Programs and Services 77%  
Management 21%  
Fundraising 2%

# Airline Ambassadors International

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[www.AirlineAmbassadors.org](http://www.AirlineAmbassadors.org)



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Nancy Rivard • American Giving • Richard Ingersoll • International Air Transport Society  
Lois Lacy • Southern Iowa Economic Development Association • Roberta Annan Consulting  
International Tourism Management Institute • Saber Holdings • Victoria Alfs  
Austin Community Foundation • Power of One Foundation • Rotary International  
Carolyn Larson • Brooke Newell • Lois Lacey • Network for Good • Sharon Baron • Jeffrey Brody  
Frank Campagna • Mary Crubaugh • James Dicke • Eileen Dicke • Kathy Griffiths  
Mennonite Foundation • Rosalind Morehead • Neal Ricks • Robin Riley • Tim Terpstra  
Lili Townsend • United Health Group

***and ALL of our generous members!***

*We leverage each \$1 of your donation to feed a child for a month.  
Please make your tax-deductible gift payable to Airline Ambassadors.*

