

Airline Ambassadors



Bringing Compassion into Action
At Home and Abroad
Spring 2003

Traveling to Make a Difference Takes Flight in 2003!

We are really doing it! Proving that ordinary people can and do make a difference and can be the vital link between world resources and world needs. Last year, for every \$1 donated, Airline Ambassadors delivered \$100 in humanitarian aid! On 68 missions to 26 countries, we hand-delivered \$2.2 million in food, clothing, school supplies, medicine and medical supplies directly to 70,000 children in need. We provided healthcare for nearly 10,000 and escorted 170 children for needed medical care or to a new home and a new family. Not only are we substantially improving the lives of thousands of children and families, we are meeting a need in ourselves to be of service to one another.

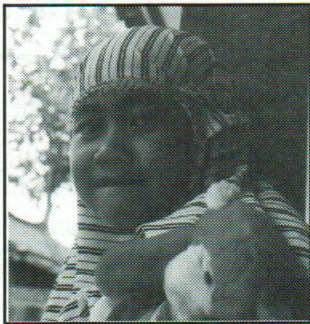
2003 started with the successful delivery of \$1 million worth of surgical supplies to El Salvador. AAI's Cameron Gray worked with World Vision and American Airlines in accomplishing this feat. With the help of volunteers like Cameron, AAI will exceed our goal of delivering \$3 million in aid this year. In January, Airline Ambassadors was featured on the Today Show and in Architecture Magazine and we have been inundated with interest! We offer thanks to LDS Charities, American Airlines, and Interstate Hotels and Resorts for their tremendous ongoing support.



Airline Ambassadors on the set of the Today Show.

Adventures in Indonesia

When AAI volunteer, Dee Roby takes on a project, there's no stopping her. After hearing that children at an Indonesian orphanage sleep on concrete floors and don't get enough to eat, she decided to mobilize.



An Indonesian girl enjoys her new toy.

For four months, she spent every waking moment spreading the word about the children and collecting donations. After raising enough money to purchase beds and food for the kids, she added other orphanage visits to the mission agenda. She now had enough aid for six orphanages!

But Dee didn't stop there. "Dee is truly an amazing woman! People see her sincerity and kindness and want to help." explains AAI President, Nancy Rivard. With donations pouring in, Dee added a second leg to the trip. Teaming up with AAI's Glenda Johnson, the two arranged for a medical team to treat 500 children in Thailand. Overall, Dee's team delivered \$114,451 worth of aid to children in need!

Traveling to Thailand

AAI's Cathy Brennan led a team from Qantas Airways to Thailand the following month. The volunteers visited hundreds of disabled orphans, orphans with HIV, and poor children living in tribal villages. Here, the children work in rice fields in extreme heat. Most have no running water. "When they saw us coming, seas of children ran toward us, cheering and clapping. It was a spectacular sight," recalls Cathy, "one I'll never forget."

I felt God is not looking for alms, God is looking for action. You can't fix every problem, but the ones that you can, you have to. The world is a smaller place: distance cannot decide who is our neighbor to love. Love thy neighbor. We can't afford not to. The world is too close."

U2's Bono after his trip to the African continent.



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Nancy Rivard**

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Airline Ambassadors



Welcome New Members!

We warmly welcome our new AAI members. For those who wish to get started right away, here are some suggestions.

* Join us on a mission. The best way to keep informed about upcoming trips is to check the website: www.airlineamb.org. Then, contact the trip leader for more information. New trips are added frequently.

* Participate in the "Cards for Kids" program. It's a great way for school children to become involved in our work. Call us at headquarters for more information.

* "Adopt an Orphanage" - help us collect needed supplies. Call our office for more information about how you can help.

* Escort a child in need of medical care. Airline employees should contact our office for an escort application.

Volunteering to help those in need can truly be the greatest experience of your life, and we are so proud to offer you the opportunity!

Hans Keller thinks BIG!

After several trips to Bolivia, delivering aid and visiting with children in orphanages, Hans devised a plan to dramatically improve conditions at the San Francisco De Asis orphanage near Santa Cruz.



Toys bring joy to children in Bolivia

Through Airline Ambassadors, Hans and his team of volunteers are collecting funds to add to and renovate the existing structure, provide electricity and water, create a one-acre garden and hopefully implement a program to teach the boys English.

To reach this goal, he will need the help of many talented volunteers. Email Hans for more information about how you can help at hansjkeller@att.net.

Expecting Miracles: AAI Volunteers Organize First-Ever El Salvador Liver Transplant

AAI Volunteers Kim Chappell, Cindy Williams and Cameron Gray don't understand the meaning of the word "no".



Little Dalila is recovering well from her liver transplant surgery arranged by AAI volunteers.

They faced countless obstacles in their efforts to organize the first-ever liver transplant in El Salvador for 2-yr. old Dalila, but pushed ahead anyway. "We knew she would die without it," explained Cameron Gray. "Kim and Cindy simply did not stop working on this until it became a reality." The three volunteers not only raised money for the surgery, they arranged for U.S.-based surgeons, Drs. Fung and Mazariegos of Pittsburgh Children's Hospital, to fly to El Salvador to oversee the operation. What seemed impossible at times became reality on November 8th, and Kim and Cindy were in the operating room to witness the miracle.

The operation was successful and Dalila is now a healthy little girl at home with her family in San Salvador. Kim, Cindy and Cameron continue working in El Salvador, accepting challenging projects and expecting miracles.

ESCORT MOMENTS

Airline Ambassadors Escorts bring children to the U.S. for adoption or for medical procedures not available in the child's home country. Due to the last-minute nature of these trips, they are open to airline employees only. A special thank you to Margaret Whitehead and Paula Latshaw for coordinating 170 escort trips in 2002.

Demetri's 100 Watt Smile

By Pam Malodf, American Airlines Flight Attendant and AAI Escort

Of all the children that I have escorted, Demetri was the busiest! I met his foster family at the Detroit airport at 6 am. It was a sad goodbye because he had been with them for a long while. As we went through security, one of the security screeners recognized him as he had been on local TV due to the extent of his maxillofacial surgery. He asked me if that was Demetri, and I said "Yes". Then he wanted to know where I was taking him and I explained that I was with Airline Ambassadors and I was taking him back to his family on the island of Antigua.

We were instant celebrities and Demetri loved the attention! We boarded the flight and I thought he would sleep, since it was so early ... not a chance! During our two hour wait in Chicago, for our connection to San Juan, we headed to American Operations.

Children love the flight operations area because the flight attendants are so nice and play with them. It also gives me a chance to show and tell other flight attendants how the AAI Children's Escort Program works. When we got on the next flight, we played with the inflight phone and the bag of goodies donat-



ed by Care Bags.

You notice that I said nothing about a nap! We arrived in San Juan, with another wait until we boarded our third flight of the day. He was finally starting to wear out and I certainly was worn out. As I began to read a book, I noticed that Demetri was asleep, within 25 minutes of our arrival in Antigua.

When we arrived, he was ready to greet his family who were thrilled and amazed to see him looking so normal and healthy. It was quite a contrast to the little boy who had left them several months earlier. As an Airline Ambassador, I am so proud of my American Airlines family ...agents, flight attendants, and pilots who fuss over these children and make them feel so special. I could not do it without them.

Lupe and Carmen Solis Andrade

Lupe and Carmen are beautiful twin girls: they share common traits like raven hair, doe-like eyes and bright, engaging smiles. As conjoined twins, they also share several internal organs. My job as an escort for Airline Ambassadors is to accompany these lovely



girls to the U.S. where they'll have surgery to separate their bodies and the chance for an independent life.

The family is from Vera Cruz, Mexico. Victor, the father of the children, drove all night to get the family to Mexico

City by their 6:30 a.m. departure. Their mother, Norma, dotes on them like any good mother. We say goodbye to Victor and it's a tearful farewell.

I expect to be sad at their unfortunate situation but instead discover these are two smart, energetic, and endearing two-year olds. What I anticipated to be a difficult trip is made so much easier by kind people we meet along the way. In New York, we're warmly welcomed and the girls receive a specially-made New York Yankees t-shirt. Saying goodbye is difficult. We blink back tears and I realize the sadness I expected to feel never materialized. Instead, I'm hopeful and glad I had the opportunity to meet these special people.

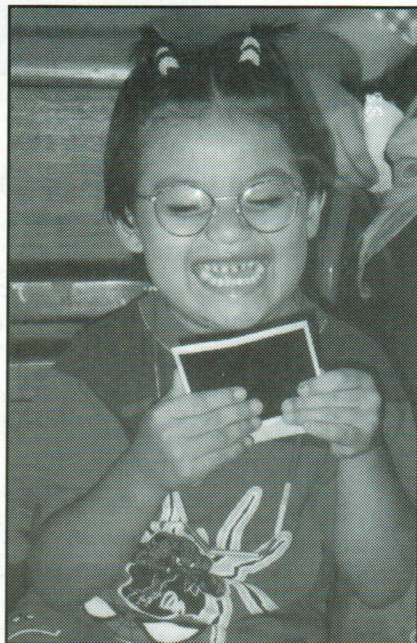


Kristen Busnell is an American Airline Flight Attendant based in New York. We've learned that the girls could not be separated without sacrificing one of them. They will receive physical therapy to better function as one.

MISSION

Mission Memories: Bolivia

by Maureen Kolar



Polaroid photos are big hits on missions. Many children we visit have never had a picture of themselves.

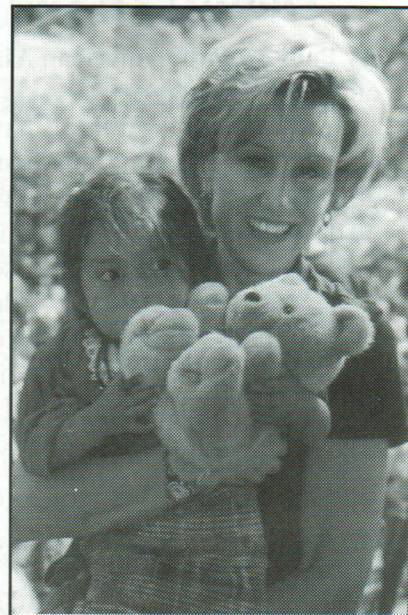
Box after box rolls off the American Airlines conveyor belt at the Santa Cruz, Bolivia airport. We're exhausted but excited as we load the supplies into a waiting van.

Day one - we bring badly-needed aid to a free clinic and share in the excitement as people receive new pairs of prescription eyeglasses. What a joy to watch their faces as they see clearly for the first time!

The following day,

we visit a home for abandoned boys run by Franciscan priests. They're shy initially but the boys smile and laugh as they line up to receive clothes, toys and school supplies. Five year old Luis is so thrilled with his new toothbrush, he bursts into a song of thanks in our honor. As we say goodbye, the priests thank us for the food we brought and for the joy and love the boys experienced.

Thanks to Linda Hennings Gansler and Jeni Guzman for organizing this mission that not only helped many children but provided us with memories we'll cherish for years to come.



AAI's Connie McGuire recently led a trip to Guatemala and delivered 1,400 pairs of shoes. Thank you! Share your Soles

A Cinderella Story

Children living in Guatemala City's dump face the harshest of conditions - inadequate housing, hunger and disease.

Airline Ambassadors sought to change this situation by teaming up with Safe Passage, a program that provides children with an education and a safe place where they are free to leave their adult concerns of survival behind and simply be kids.

For the past three years, AAI Regional Director, Penny Rambacher, has brought volunteers to the dump to host a Christmas party. In a small church,



Penny Rambacher's annual Christmas party in Guatemala brings smiles to many faces.

Penny's group washes and combs the children's hair. Next, a volunteer escorts them through a makeshift store and helps each child pick out a party outfit as well as shoes and everyday clothes.

"They look forward to this all year long," smiles Hanley Denning. Hanley is the director of Safe Passage and has come to count on Penny's repeat visits.

The next day, Penny arranges for a luxury tour bus to pick the children up and bring them to the Marriott Hotel. Excitement builds as the children walk through the beautiful lobby and marvel at the large lighted Christmas tree.

The volume increases as the children dine on hot dogs and chips and by the time they're ushered into dining room, they are laughing and smiling. Here, the children get their photo taken with Santa who tells us many are asking for shoes for their mothers instead of toys for themselves.

The children wave and blow kisses as the bus drives away, taking them back to the dump. "See you next year!" they shout. The volunteers immediately start planning their next trip to Guatemala.

HIGHLIGHTS



Welcome to Oaxaca!

Delivering aid in remote villages can present a few challenges. Just ask AAI Mission Coordinator, Marty Mercado.

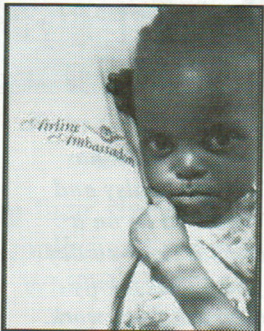
In October, Marty organized a trip to the southern Mexico state of Oaxaca. There volunteers from AAI and the New Partnerships Foundation delivered food, medical supplies, clothing and shoes to 1,500 families in eleven different villages.

After finally clearing customs, the group loaded a truck and ventured out on dusty roads up into the mountains. The memories are still vivid in Marty's mind, "At one point, the road ended and we had to turn the truck around - mountain on one side cliff on the other!"

The indigenous people we visited were truly grateful for the support, which made all the obstacles worthwhile." This was Marty's second mission to Mexico and she plans to return again in 2003.

Children in southern Mexico welcome Airline Ambassadors to Oaxaca.

Haiti's Small Miracles



Glenda Johnson and Medical Wings team have just been recognized for their incredible commitment to the people of Haiti in a documentary produced by Little Voice Production Company. This moving film highlights four years of selfless volunteerism in the small village of Juampas where the team is building a clinic for the poor.

Featured in the film are Medical Wings doctors Jan Adams, Mike De Lorenzo, Jonathan Owens, Ronald Evans, Mike Tolle, and AAI volunteers Glenda Johnson, Annette Gardiner and Marline Olivier. Thanks to American Airlines Cargo for their help in making these trips possible.

Raising the Roof: Tucson Team Raises \$17,000 for Haiti Project

Sometimes all it takes is a look, a gesture, a smile. For Joan Clark, it was a tiny hand reaching out to hold hers. Ever since, she has been committed to helping orphans and impoverished children in Haiti.



Joanne Striker with her new friends in Haiti.

Joan, along with Tucson Regional Director Ruth Ann Rodriguez, Joanne Striker, Lois

replace the roof on a school near Port-Au-Prince.

AAI member Marline Olivier is a native of Haiti. "It is so poor and there are so many kids, there is never enough for everybody."

She adds, "All the generous donations by Airline Ambassadors give people in the community hope."



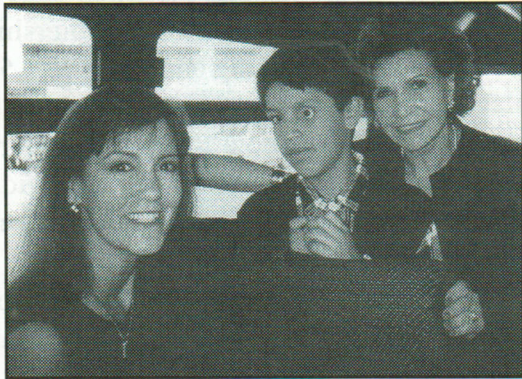
AAI volunteers are committed to helping the people of Haiti.

Sheering, and Mimi Tipton recently raised \$17,000 at a wine tasting event. These funds were used to

Happiest Boy in the World

by Maria Harrison

It seems like yesterday when I led an AAI group to Quito in February 2000 to distribute humanitarian aid to the Foundation ABEI Infantil. At the end of the day as we were returning to the hotel, a young



Nancy Rivard and Maria Harrison with Diego Guzman

Ambassadors President Nancy Rivard and I were

mother with her son came running to our bus for help. With tears in her eyes, she implored, "Please help my son to get a new eye." Airline

very moved and promised to do whatever we could. Diego Guzman lost his left eye to cancer at the age of 2. The prosthesis he had been using was way too small and no longer fit. "His peers in school have no compassion and make fun of him constantly," his mother lamented. "Please help us."

What followed was two years of phone calls, letters and downright begging. In January 2002, I had the good fortune to meet Dr. Patricia Crespo. She, along with Dr. Steven Roser of Columbia Hospital, arranged for Diego to come to New York to be fitted with a new prosthesis. Now, Diego says he is the happiest boy in the world; his vision is restored and he looks just like any other boy his age.

"I do not know how to express the immense gratitude that I feel for every one of you who helped my son. Many blessings to you, now and always," cried Deigo's mother, Lourdes. We feel blessed indeed to have met this wonderful family and the kind doctors who helped them.

WHEELCHAIR DELIVERIES: Making a World of Difference

Of all the supplies Airline Ambassador volunteers deliver, the items we like to bring most on our trips are wheelchairs. Giving the gift of mobility makes an immediate impact and we're privileged to have the honor of delivering this life-changing donation.

Thanks to great organizations like the Wheelchair Foundation, National Seating and Mobility, Scottish Rite Hospital in Dallas, Rotary, and American Airlines, Airline Ambassadors have delivered wheelchairs to children all over the world.



Juan Carlos has cerebral palsy and used to lie on a cement floor all day until his family returned from work.



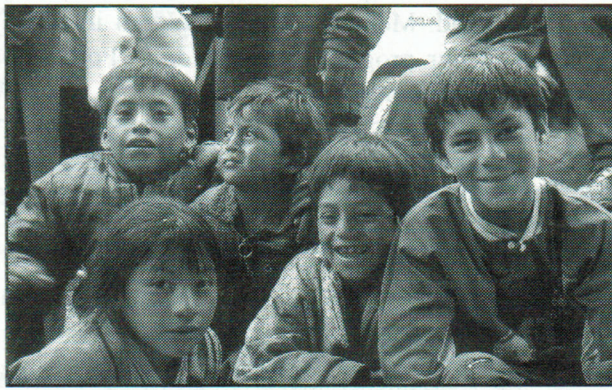
15 year old Pascual was carried on his Mother's back until he received his new wheelchair.

A new wheelchair brings a smile to the face of a Bolivia girl.



American Airlines V.P. Delivers Aid to Quito Garbage Dump

When Miami Vice President George Hazy, accompanied Airline Ambassadors on their Ecuador mission, trip leader, Penny Rambacher, wasn't sure he knew what he had signed up to do. The group was delivering over 100 boxes of clothes, shoes, blankets and vitamins to families living at the Quito garbage dump. The living con-



Children struggle for survival at the Quito dump.

in the land fill, George entertained everyone by juggling oranges. The following day volunteers held parties and delivered Barbie dolls to three girl's orphanages. The dolls were collected by AA crew from MIA Flight Services, thanks to Myrna Murison and Kathy Crider. George enjoyed his first mission, and com-

mented, "With all the problems in the airline industry these days, a



Kathy Crider delivering aid at the Quito Gargabe dump

up their sleeves and joined volunteers in distributing supplies and compassion.

While handing out fresh oranges to people working

ditions in the dump are unimaginable with the smell of rotting garbage, rats, insects and sewage; yet people work and live there. In spite of the environment, George Hazy and

AA manager Wayne Zimmerman, rolled

visit to meet these poor people living in deplorable conditions makes you remember you have much for which to be thankful. Amazingly, the children seem

happy, and there were lots of smiles. Joy is as simple as a pair of used shoes or a piece of fruit."



George gets a hug from a new friend.

PLEASE NOTE OUR NEW ADDRESS BELOW

MEMBERSHIP APPLICATION

NAME: _____ Company/Position: _____

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Please make your tax-deductible donation payable to:
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 Phone 214-780-9600 fax 214-780-9603

Or you can sign up online at: www.airlineamb.org **THANK YOU!**

___\$35 ___\$50 ___\$100 ___\$250 ___\$500 ___\$Other

Airline Ambassadors is a non-profit organization dedicated to bringing compassion into action by hand-delivering aid and love to children and families in need. It is made up of almost 4000 members who volunteer as Ambassadors of Goodwill in their home communities and abroad. Members escort children in need, hand-deliver humanitarian aid, assist at special events and involve youth in our programs worldwide. For more information or to join Airline Ambassadors, visit our website at: www.airlineamb.org

A World of Thanks

Airline Ambassadors is a grass-roots, volunteer-driven organization. Though our funds are limited, there's no limit to the kindness and generosity of our supporters. Here are just some of the people who make our work possible:

Applied Materials Foundation
American Airlines
LDS Charities
Orphans of the World
National Seating & Mobility
Care Bags Foundation
Wheelchair Foundation
Bajito Onda Foundation
Rotary International
Federal Express
World Vision
Interstate Hotels & Resorts
Share Your Soles
Northwest Airlines
United Airlines
Taca Airlines



Paula Moran delivers hand-made outfits to girls at an El Salvador orphanage.



Roger Brown of LDS Charities delivers shoes & smiles in Guatemala.

Special thanks to Gaven Fleten, our hunter and gatherer; Tom and Joan "our basement is a warehouse" Brier, Gisela Witzenhuisen for sewing beautiful outfits for the children we visit, Fred "What do you need?" Osborn and American Airlines George Hazy from Miami. Many thanks for your support!

Thank you to Francesco Frangialli, Secretary General of the World Tourism Organization for honoring Airline Ambassadors with "Traveling to make a difference" at the opening plenary of the Second Global Summit on Peace through Tourism in Geneva on Feb. 6, 2003!



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