

FLYING ANGELS FOUNDATION GUIDELINES

By the aim of reaching a well-structured and effective cooperation with all of its partners asking for support, such as Non-profit Organizations (NPOs), Hospitals or private persons - from now on referred to as the "applicant"- Flying Angels Foundation (FAF) share its processes and guidelines to be fulfilled when applying for an air transfer, whether for sick children and/or healthcare professional travelling abroad to perform medical mission (mainly surgical).

Flying Angels services and activities

Flying Angels:

- finances flight tickets to guarantee seriously sick children and adolescent access to lifesaving surgery or specialized medical treatments.
 - finances roundtrip flight ticket for a child (up to 18 years of age);
 - finances roundtrip flight ticket for a companion (parent or guardian);
 - finances roundtrip flight ticket for an healthcare professional (if medical assistance during the flight is needed);
 - finances roundtrip flight ticket for healthcare professionals travelling for surgical mission;
 - organizes and finances air ambulance transfer in cases of extreme gravity and urgency;
 - manages and fulfills expenses related to potential changes (anticipation or postponement due to clinical reasons) to the original flight schedule;
 - supports in the visas process release (by the Italian consulates) thanks to a green channel from Farnesina (the Ministry of Foreign Affairs and International Cooperation)
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- does not finances air transfer for diagnosis, follow up or screening analysis.
 - does not deal with selection and activation of hospitals/sanitary structures.
 - does not finances collateral expenses such as sanitary expenses and stays (for a child and his/her companion).
 - does not deal with the recruitment of a sanitary figure to assist during the flight when/if needed.
 - does not deal with the repatriation of the body.

Flying Angels services and activities

Request for assistance – for a flight financing

- A case is reported by the applicant to FAF (according to above listed FAF's guidelines);
- FAF dedicated person in charge collects and controls all needed documentation.

Scientific Committee (SC)

- All required collected documents are submitted by FAF to the SC;
- the doctor in charge for a specific medical area (according to the specific child pathology), or the whole Committee (for doctors and outbound equipes), supplies its feedback: whether FAF intervention is approved or not on the basis of urgency, gravity and lack of local alternatives in the origin country criteria.

- in case of doubt, the SC can require additional documents.

Flight financing

- positive outcome: FAF dedicated person in charge, in cooperation with the applicant, proceed with tickets purchase and supply assistance if/when needed visa release through Italian embassies;
- negative outcome: FAF dedicated person in charge let the applicant know about the ineligibility of the case (and reasons why).

The application

The applicant must submit the documentation in PDF format, written in one of the following languages: Italian, English, French or Spanish.

In case of documents translated from other languages, a sworn translation is required.

All documents below are required to be sent to FAF dedicated office (voli@flyingangelsonlus.org):

→ In case of children in need to fly:

1. eligibility form filled out in all its parts, signed and stamped by a doctor (the applicant doctor or the receiving one);
2. the acceptance sheet signed and stamped by the receiving medical structure displaying the date of hospitalization;
3. updated medical reports and eventual diagnostic analysis;
4. medical declaration of non-curability in the country of origin;
5. declaration of coverage for all medical expenses related to a requested treatments;
6. declaration of coverage for all non-medical expenses, such as food and accommodation, related to a child and his/her companion, during the stay;
7. medical request, in case a healthcare professional is required during the travel;
8. detailed therapeutic program (in which should be specified the treatments/medical operations prescribed);
9. privacy form signed by one of the parents, or by the guardian (in compliance with the established European Union's general regulation for the protection of data (GDPR) n. 2016/679)* for both child and companion;
10. valid passports and visas (when necessary).

→ In case of healthcare professional in need to fly:

1. eligibility form duly filled and signed;
2. a list of children that will be operated and their clinical reports (certifications and diagnostic analysis);
3. a declaration on the financing of food and accommodation expenses (not being a Foundation responsibility);
4. formal invite and acceptance sheet issued by the hospital or by the sanitary structure in which the interventions will be executed;
5. CV of all healthcare workers;

6. privacy form signed by all participants (in compliance with the established European Union's general regulation for the protection of data (GDPR) n. 2016/679)*;
7. valid passports and visas (if necessary).

In this respect, the applicant declares that all information reported to FAF are related to the specific, well identified, involved parties.

* FAF cannot receive/acknowledge any data related to interested parties if all data/fields haven't been filled as required and the FAF privacy policy signed. It is of no importance that the applicant has signed his own privacy policy.

The applicant also declares that Flying Angels privacy policy has been filled in all its parts and signed by a parent and/or a legal guardian of the minor, who was given a brief oral explanation on the content of the document. Specifically, it must be explicitly explained to the parent and/or legal guardian that failure to consent to image usage will not affect in any way the possibility of providing the service to the minor.

Reservation

In case of acceptance by Flying Angels' Scientific Committee, the applicant will receive an e-mail in which he/she will be asked to supply all following information via email to voli@flyingangelsonlus.org:

- departure and return dates;
- departure and return cities;
- valid passports and visas of all the passengers.

Once all the details/documents are received, Flying Angels will suggest the best travel solutions, the most suitable option to the applicant, in order to make a non-binding reservation.

Visas are then required to issue round-trip tickets, which can be modified only by paying a penalty fee (based on the fare conditions).

It will be possible to purchase tickets while waiting for visa issuance in exceptional cases and only if the applicant declares to bear all expenses in case of cancellation or change, not due to Flying Angels.

Tickets are purchased as roundtrip (excluding exceptional cases agreed between the applicant and Flying Angels) and the applicant have to carefully check that all ticket information - such as name, last name, birthdate, departure date, return date and itinerary of the flight- are correct and, if needed, to promptly report any mistakes up to 6 pm on the day of issue, via e-mail (voli@flyingangelsonlus.org).

In the event of an error not communicated in due time, for which additional costs will be required, Flying Angels will not bear the penalties, that will be charged to the applicant.

Flying Angels does not refund flight tickets bought directly by an applicant, without prior involvement and consent.

Flying Angels will reserve and purchase tickets through its own channels, ensuring the best service for children and the most convenient rates.

In case of medical mission, flight reservation and ticket purchase (financed by the Foundation), will have to be previously agreed with Flying Angels.

In case of children's flights, the Foundation always books the tickets but, in case the applicant has its agency of reference, Flying Angels will evaluate the most manageable and cheapest ticket solution for the child, also through above mentioned alternative channels.

Postponements/anticipations/no-show

It is possible to **postpone** a flight return after tickets issuance **and FAF will pay penalties** provided **up to a maximum of two times**, only for the following medical reasons:

- extension of the permanence due to further medical treatment;
- post-operation complications that will imply further hospitalization;
- majeure force reasons.

Medical certificate submission, proving clinical needs of the child, is mandatory.

- In case of **anticipated** return. FAF will cover penalty fees only for medical reasons and upon evaluation.
The submission of a medical certificate proving clinical needs of the child, is mandatory.
- If, during the stay, the companion ask to anticipate only his/her return due to personal reasons, FAF will not cover any penalty costs/expenses related to ticket change.
- The applicant **must contact the Foundation for any change** at least **48 work hours** before the date: in case of no-show, not communicated changes in due time, or delay at the check-in, Flying Angels will no more fund the ticket. Besides, **missed ticket costs will be charged to the applicant (if reimbursement by the airline is not possible)**. In the event of repeated violations by the applicant of the obligation above, which entails unnecessary costs, the Foundation reserves the right to revoke the applicant's ability to present other cases/requests for the following 6 months.
- **If the child and his/her companion will not return home, for non-medical reasons** (bureaucratic, legal, personal...) and the issued return ticket will not be refunded (the reimbursement of the return ticket that has already been used for the departure occurs only in the case of death of the passenger) **the partial cost of the ticket will be charged to the applicant**.

Deaths

- In case of death of the patient, it is always guaranteed the return of the companion;
- The Foundation does not take care of the repatriation of the bodies.

Visas support

In case of children arriving to Italy, an applicant might need support for visas release by Italian institutions (consulates and embassies). Flying Angels can offer support thanks to a circular issued by the Ministry of Foreign Affairs and International Cooperation, in order to shorten release timing (once all requested documentation have been submitted by the responsible entity and always with respect of the expected procedures).

Requested documentation and follow-up

Once a flight has been financed, a **report** is request, containing:

- a) a short story about the flight of the little patient before the departure, during the flight and after arrival;
- b) Follow up one month after the return.

At least 5 **pictures** of the **child** are required:

1. a close-up of the child;
2. a picture of the child with a parent/legal tutor/hosting family;
3. a picture on the airplane/while boarding it (if not possible, in the airport) before departure;
4. a picture in the hospital;
5. a picture at the return.

For the medical equips and outbound doctors:

- a) a short story of the journey (as in the attached form);
- b) a detailed report (names, dates of birth, pathology and carried-out operations) of all the children and adolescents up to 18 years of age – excluding adults –helped, within a month from the return of the mission;
- c) Follow-up within a month of the return.

At least 10 pictures are needed, related to below moments:

- a) In the airport at the departure or the return;
- b) On the plane or while unloading the sanitary equipment;
- c) In the hospital with the children.

The applicant declares that pictures sent to Flying Angels concern only parties who signed the informative and no other persons. With a view to coherent and transparent communication, Flying Angels aims to identify a joint communication strategy to promote and enhance the work done with the partners. Using their communication channels (digital and non-digital), both Flying Angels and the



partner institution undertake to cite each other in a coordinated and/or joint manner whenever possible.

Date,

Signature for the acceptance

*(Stamp of the NPO and signature of the Legal Representative /
or stamp and signature of the healthcare structure/
or signature of the private applicant)*

Short story of a special flight:

Departure

Name of the child:

Who flies with him/her:

Is it the first time for the child on an airplane:

Is it the first time for the child outside of his/her country:

How much time did it take for them to reach the airport and how:

How long has the child been sick:

What is the composition of the family:

How was the departure flight?

where there any problems?

did anything relevant happened?



Arrival at destination

Is the hospital in the city where the child landed:

If not, how will he/she be transported:

When will he/she be hospitalized:

When will he/she be operated:

Hospitalization

How did the operation go:

How long will he/she have to stay:

Discharge

When does the child get home:

Where will he/she be hosted:

Does he/she need to carry out inspection visits:

Feedback within a month of the return

How is the post-operation recovery proceeding:

How was the return home:

Medical mission:

Every mission is different and we would like to know what happens along the journey and during the stay.

Apart from numerical data, we request a personal witness from a member of the team that can tell us his experience through the difficulties and victories that he/she encountered during the mission.



Departure

How many members are in the team:

Do they transport any sanitary equipment or machinery:

How far is the sanitary structure from the airport:

Operations

How many operations are carried out in a day:

Which ones were the most emotional episodes (difficulties and victories):

How many operations have been effectively carried out at the end of the mission:

Feedback within a month of the return:

How does the post-operation recovery of the children proceed: