



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 citizens - from now on referred to as the “applicant”- Flying Angels Foundation (FAF) shares its processes and guidelines to be fulfilled when applying for an air transfer, whether for sick children and/or healthcare professionals travelling abroad to perform medical missions (mainly surgical).

Flying Angels Foundation:

- finances flight tickets to guarantee seriously sick children and adolescent access to lifesaving surgery or specialized medical treatments.
 - finances roundtrip flight tickets for children (up to 18 years of age);
 - finances roundtrip flight tickets for a companion (parent or guardian);
 - finances roundtrip flight tickets for a healthcare professional (if medical assistance during the flight is needed, and subject to approval by the Scientific Committee);
 - finances roundtrip flight tickets for healthcare professionals travelling for medical missions (for a minimum of one healthcare professional, to a maximum of five, each specialized in a different field or task);
 - organizes and finances air ambulance transfers in cases of extreme gravity and urgency;
 - manages and fulfills expenses related to potential changes to the original flight schedule, such as anticipation or postponement due to clinical reasons, or return due to extenuating circumstances (wars, epidemics...);
 - supports in the visa release process (by the Italian consulates) thanks to a circular from Farnesina (the Ministry of Foreign Affairs and International Cooperation)
- does not finance air transfers for follow up appointments or screening analyses;
 - does not manage the selection and activation of hospitals/sanitary structures.
 - does not finance collateral expenses such as sanitary expenses and stays (for a child and their 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;
 - does not finance the ambulance transport to/from airport.

Flying Angels services and activities:

Request for assistance – for a flight financing

- A case is reported by the applicant to FAF (according to above-mentioned FAF guidelines);
- FAF personnel in charge of flights collects and checks 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 teams), 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 personnel in charge of flights, in cooperation with the applicant, proceeds with tickets purchase and offers assistance if/when needed in order to obtain a visa through Italian embassies;
- negative outcome: FAF dedicated personnel in charge of flights lets the applicant know about the ineligibility of the case (and the reasons why).

APPLICATION

The applicant must submit the documentation in **PDF format**, 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 must be sent to FAF dedicated office (voli@flyingangelsonlus.org), before reporting any personal data of the interested parties to Flying Angels Foundation:

→ 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 (Written in English or translated in English);
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 treatment (for instance: ministerial or regional resolutions and/or declaration that the healthcare facility will take charge of the instance as a humanitarian case and/or declaration of coverage for expenses by the requesting healthcare facility and/or proof of payment of at least 30% of the forecasted expenses to the hospital, in case the request comes from a private citizen and/or EU form, if the treatments are covered by the European healthcare system);
6. detailed 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 (in this case, a CV of the doctor/nurse is required), or if medical assistance is required during the flight (such as oxygen, stretcher);
8. detailed therapeutic program (which must display the prescribed treatments/medical operations);
9. FAF privacy form signed by a parents or 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 (if necessary).
11. FIT TO FLY signed by the doctor/ specialist (mandatory, not only for children with heart disease, for outward and return flight).
12. Molecular (PCR) swabs (for outward and return flight);



13. Hospital Admission certificate with date of hospitalization, written in English (see bullet point n. 2). This is now required due to prior instances of children who were not allowed to fly despite having a Health Visa.

Please note: FAF reserves the right not to finance the plane tickets in case the patient, admitted at the receiving hospital, is not subjected to the planned treatment.

→ In case of **healthcare professionals** and **teams** in need to fly:

1. eligibility form duly filled and signed;
2. a list of the children that will be operated on and the clinical report (certifications and diagnostic analyses) of at least one of the children;
3. a declaration on the financing of food and accommodation expenses by the requesting institution (not being covered by the Foundation);
4. formal invite and acceptance sheet issued by the hospital or by the healthcare facility where the treatments will be carried out;
5. CV of all healthcare workers in pdf format;
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).

Please note: until the end of the pandemic, a negative PCR test will be required, as per the regulations of each country and/or airline.

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

* In any case, FAF cannot receive/acknowledge any data related to interested parties if all data/fields have not been filled as required and the FAF privacy policy has not been signed. It is of no importance that the applicant has signed their own privacy policy.

The applicant also declares that the 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 the Scientific Committee of Flying Angels Foundations, the applicant will be informed via e-mail, and will be asked to supply the 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.



Round-trip tickets will only be issued after the applicant has accepted the offer, and sent the required Visas. Ticket 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 must 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, 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 of the Foundation.

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

In case of medical missions, flight reservation and ticket purchase through other channels (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 an 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 return flight after tickets issuance **and FAF will pay penalties up to a maximum of two times**, only for the following medical reasons:

- extension of the permanence due to further medical treatment;
- post-treatment complications that will prevent the patient from leaving the country;
- post-treatment examinations and follow-up checks scheduled for after the return date, that cannot be moved up.
- majeure force reasons.

It is mandatory to submit a medical certificate proving clinical needs of the child.

In case of **anticipated** return, FAF will cover penalty fees only for medical reasons and/or extenuating circumstances and upon evaluation. The submission of a medical certificate proving clinical needs of the child is mandatory.

If, during the stay, the companion asks 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 expenses, 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 round-trip 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, the return of the companion is always guaranteed;
- The Foundation does not manage 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 the time of issue (once all requested documentation has 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) discharging report
- b) a short story about the flight of the little patient before the departure, during the flight and after arrival (as indicated in the attached form);
- c) Follow up one month after the return.

At least 5 **pictures** of the **child** are required (**landscape format**) in High resolution (1 MB or more):

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 teams and outbound doctors:

- a) a short story of the journey (as indicated in the attached form);
- b) a detailed report (names, dates of birth, pathology and carried-out operations) of all the treated children and adolescents up to 18 years of age 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 the following moments (**landscape format**):

- a) In the airport at the departure or the return;
- b) On the plane or while loading 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.

Please note that it is allowed to transfer data in non-EU countries, subject to notice to the Holder and their subsequent authorization, if it can be granted that the protection level of the interested parties will not be compromised, that one requirement as per Articles 45-49 GDPR, and that data will only be transferred if strictly necessary.

With a view to coherent and transparent communication, Flying Angels aims to identify a joint communication strategy to promote and enhance the work carried out with its partners.

Using their own 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 a case or a mission is referenced which saw a collaboration between the two parties.

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

Prior to the departure: upon issue of the flight tickets

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?

After the departure

How was the departure flight?

Where there any problems?

Did anything relevant happened?

Did the child need special assistance?

Is the hospital in the city where the child landed?

If not, how will he/she be transported?



Hospitalization

When has the child been hospitalized? / When will the child be hospitalized?

When will he/she be operated/ has been operated?

How did the operation go?

How long will he/she have to remain in hospital?

When will the first follow-up check take place?

Discharge

When has the child been discharged?

Where will he/she be hosted during the post-treatment period?

Does he/she need to undergo inspection visits?

Feedback within a month of the return

How is the post-operation recovery going?

How was the return home?

Medical mission:

Every team is different and we would like to know what happens along the journey and during the stay, in order to share your stories in the most accurate way.

Apart from numerical data, we request a personal testimony from a member of the team who can tell us their experience through the difficulties and victories that they encountered during the mission.

Departure

How many members are in the team?

Do they transport any sanitary equipment or machinery?

How far from the airport is the healthcare facility?

Surgeries and treatments

How many surgeries/treatments are carried out in a day?

Which were the most emotional episodes (challenges and achievements)?

How many operations have been effectively carried during the mission?

Testimony of at least one child, pictures and details included. Parents must be asked to sign the privacy form on behalf of the child.

Feedback within a month of the return:

How is the post-operation recovery of the children going?