

HALO *Flight*™

WHEN MINUTES COUNT



A NON-PROFIT AIR AMBULANCE FLEET SERVING THE SOUTH TEXAS REGION
2018 AND BEYOND - OUR NEXT 30 YEARS OF SERVICE

Message from the Executive Director Tom Klassen



For 30 years, HALO-Flight has traversed the South Texas highways in the sky and senderas in the brush bringing emergency treatment and transport when every minute counts. And regardless of the patient's ability to pay, we are there because those minutes are a matter of life and death.

Dubbed "HALO" by grieving community leaders seeking a "guardian angel" following the untimely death of a friend in a remote part of South Texas, selfless and visionary leaders sacrificed personal time and resources to mitigate additional loss of life in the future. They set the HALO-Flight standard of excellence that drives

our business model today. As a non-profit air ambulance service, we have an involved volunteer Board of Directors, a professional caliber leadership team, and active staff engagement in professional education endeavors and community outreach, and above all – a culture of safety and welfare for all patients and crew.

Since our beginnings in 1987, there have been countless improvements and

achievements for HALO-Flight that have been critical to being the best care in the air of emergency air transport. Most recently, we have had a transformative tactic that has enabled our highly skilled crews to save even more lives.

With the help of our partners at the FAA, HALO-Flight achieved approval of our "Highways in the Skies" project.

This integrated airspace infrastructure allows our Bell 429 aircraft and crews to fly "in the clouds" under instrument flying conditions – better known as IFR – and connects our rural partner hospitals with hospitals in Corpus Christi and San Antonio.

Previously, we had been limited to flying under visual rules (VFR). However, the critical VFR-only safety compliance standard hampered completion of several hundred flights in years past – but safety is always a foremost HALO-Flight standard of excellence. And while flying through thunderstorms or any other hazardous weather is still not an option because of safety, our IFR "Highways in the Skies" endeavor allows us to accept flights that

**HALO-Flight is the
ONLY
non-profit
air ambulance
service in
South Texas**



we would have otherwise been unable to accept because of a poor weather forecast or the possibility of changing weather under visual operations.

HALO-Flight's investment in safety technologies, training, and promoting a culture of safety has been paid out in our zero-accident safety record throughout our 30 year history. With safety always first, today and beyond, we are better able to extend service and transport more South Texans to higher levels of care.

In the pages to follow, I invite you to engage with stories detailing extensive and distinguishing medical flight crew standards – above and beyond the important education efforts for training first responders in emergency assessment and evacuation procedures. These stories are also examples of selfless giving and support of the non-profit Mission of HALO-Flight and tales of innovation that will propel us into the next 30 years of excellence standard-setting and service to South Texans.

Of equal importance, the sustaining history of HALO-Flight and its lifesaving stories would not be possible without the

philanthropic support of our donors – our community friends and neighbors. I thank you for your unwavering support; our HALO-Flight team and Board thank you; our patients and their families thank you!

Caring for South Texas communities is HALO-Flight's standard, and the care transcends flights, maintenance and obligatory requirements. Going above and beyond is the expected HALO-Flight way. Thank you to all who make this standard of excellence in safety possible, every day.

Tom Klassen

Tom Klassen
Executive Director
HALO-Flight, Inc.

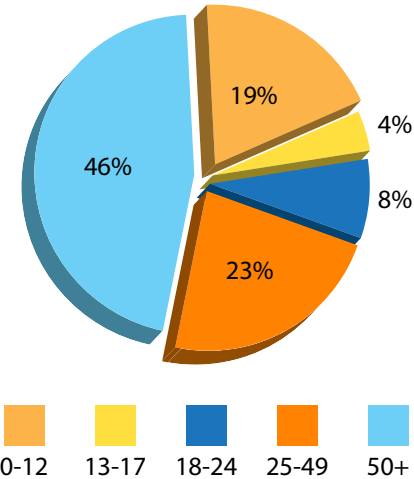
HALO-Flight's Mission Statement

To provide medical transport for the critically ill or injured person requiring medical or trauma facilities within our South Texas service area. Emergency helicopter assistance is provided to all persons regardless of their ability to pay.

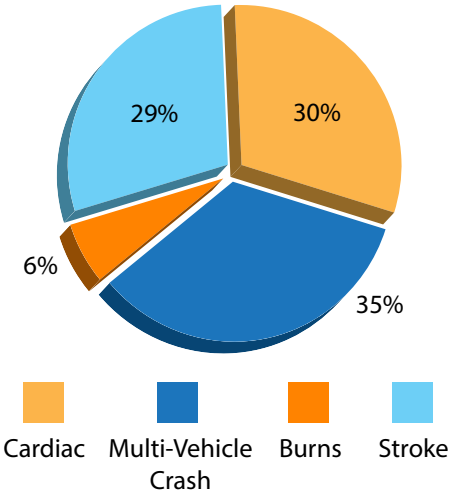
This is the Mission of HALO-Flight. This is our promise to South Texans.

HALO-Flight serves a
28,000
square mile area for emergency, air ambulance care

Average Patient Age



Top Reasons for Transport



Only the Best Will Do for South Texans

Highly specialized equipment in our aircraft is just part of the reason that HALO-Flight has been successfully transporting patients with life or limb threatening emergencies to a higher level of care since 1987.

A recent addition to the air ambulance emergency medical service is the utilization of video laryngoscopy equipment on each helicopter. This vital tool ensures our medical crew has a higher success rate at placing a breathing tube into the windpipe of patients, providing oxygen directly into the lungs. With this new addition, the first-attempt success rate has advanced into the 95th percentile, equating to better outcomes for each and every patient that needs this life saving procedure.

Additionally, the HALO-Flight medical crews have adopted a method of providing special medications to patients whose blood pressure is low enough to be life

threatening. This procedure, called "Push Dose Pressors," is taken straight from the emergency department and the operating suite to ensure HALO-Flight patients receive the best hemodynamic treatment possible.

Interaction with emergency medicine physicians and medical residents is also part of a strategic organizational advancement objective prompting HALO-Flight to institute a Resident Education Program, recently. As part of this Program, resident physician riders are also provided an educational look at the experiential prowess of HALO-Flight medical crews and pilots, as well as the multiple and interactive processes of the many functions vital to HALO-Flight's success, such as expert aircraft maintenance and detailed communications specialists.

Relationship and equipment, as vital as they may be, cannot displace the focus on critical care skills of the medical crew.

Last year, registered nurses and paramedics were each assigned to hands-on experience at the Critical Care Skills Advanced Emergency Procedure & Anatomy Cadaver Lab, Centre for Emergency Health Services in Spring Branch, Texas. This will now be an annual staff education event.

HALO-Flight's medical crew consistently transmit 12-lead EKG's from a scene to receiving cardiac centers, allowing physicians real-time data on the patient's condition. The HALO-Flight standard for customer service with our partners also advances the overall healthcare environment for all South Texans. Confidential letters on post-care dynamics of a patient are consistently provided to the originating EMS agency that launched HALO-Flight to a scene. Trustworthy relationships, nurtured with our medical provider partners, have enabled this HALO-Flight standard, setting us apart from other air ambulance operations.

Keeping skills fresh year round is not optional, and the HALO-Flight standard requires our medical crews to attend a minimum of three, eight-hour clinically supervised clinical rotations annually in a definitive care hospital acute care department (i.e. ICU, ER, OB). In part, as a result of commitment to staff development, the average years of experience in critical care medicine for a medical crew member is 12 years.



Colt's Holiday Miracle

Patients and Caregivers



Being two means being inquisitive, and not necessarily understanding what might be more harm than fun. Colt Thomas Chambers was two on the day he and his parents had a first-hand experience with HALO-Flight, and the rattlesnake that found Colt in the yard.

The family was enjoying a pleasant South Texas December afternoon in the yard when tragedy struck. Colt had just turned two the month before, and when he screamed out, the family swept him up and sped him to the hospital.

Following exhaustive treatment, HALO-Flight was called for transport.

"A huge weight came off my shoulders," said Amanda Valverde Chambers, Colt's Mother, "when I saw the flight crew coming down the hall. I knew he was going to be in good hands and I was able to relax."

Upon arrival at Driscoll Children's Hospital, the flight crew, who had called ahead, was greeted by Dr. Jay Koska, DCH Anesthesiologist and Critical Care Medicine Physician, and HALO-Flight Board Member.

During his hospitalization, Colt made a remarkable recovery despite the cascade of events that made it such a challenging case, Ryan Kelley, HALO-Flight Critical Care Paramedic who helped treat and transport him to the Hospital, added. Kelley even visited him in the Hospital a few days later. "When I walked in the door, he sat up in the bed. I just teared up," said Kelley.

Two days in ICU, followed by five more in the hospital was how the family geared-up for the holidays; but the Christmas Eve discharge was the gift the family wanted most.



People and Aircraft

HALO-Flight's Hallmark

HALO-Flight's fleet includes three Bell 407 aircraft and the newest Bell 429 twin-engine with Instrument Flight Rules (IFR) Operation

Our highly skilled Maintenance Team, many of whom are Veterans with decades of training and experience in the precise care of military aircraft, is only part of the reason HALO-Flight continuously provides 99% availability of its aircraft when South Texans need air ambulance, life-saving service.

A benchmark of excellence in the air ambulance industry is aircraft availability, ensuring rapid launch twenty-four hours a day, seven days a week. Not only does HALO-Flight's Maintenance Team meet their targets of aircraft availability – they exceed it day after day, quarter after quarter.

"Maintaining our aircraft is not merely about focusing on a fix should something go wrong," explains HALO-Flight Maintenance Director Vince Vincent, "rather, it is about prevention and absolute reliability in advance of a service call."

To further distinguish the commitment to quality and safety, HALO-Flight subscribes to Bell Helicopter's Customer Advantage Program (CAP) ensuring that vital parts for the aircraft are readily available for planned, preventive maintenance. "This is peace of mind," Vincent added. "Our patients and flight crews rely on aircraft availability, and this is one more strategic initiative employed to be ready on a moment's notice."

Dianna's Life Saving Story

Dianna and her husband Joe learned firsthand how HALO-Flight is there when timely care to expert treatment can be the difference between life and death. In a conversation, she said, "people always think -it won't happen to me. I know, I was one of them!" And then she suffered a brain aneurysm rupture and required medical care in San Antonio.

"After experiencing a brain hemorrhage, HALO-Flight's critical care team was able to keep me alive and get me to San Antonio for continued, higher level of care intervention. HALO-Flight's critical care team, with their expert knowledge and skills, is an essential service for the Corpus Christi area. Without them, I might not be alive, or as functional as I am."

- Dianna Shaw, RN

"HALO-Flight was a true Godsend!"

- Joe Shaw



Highways in the Sky

HALO-Flight has achieved a perfect 30 year, zero-accident safety record by making safety the highest priority. This safety culture includes strict weather minimums that might put patients and crew in jeopardy if not followed. And our hiring practices bring in only the best of the best, like our pilots who make those “go-no go” weather decisions that could affect everyone’s life on board every day.

Coupled to that is HALO-Flight’s “stop work” authority, allowing any crew member to turn the aircraft around when comfort with the conditions is not absolute.

For many years, HALO-Flight had only the capability to fly visual flight rules (VFR) – relying on maintaining visual reference to the ground throughout the flight. With weather turn downs to flight requests increasing, the need to add an instrument flight rules (IFR) capability - the ability to fly through the clouds by reference of the flight instruments inside the aircraft – was imperative.

In 2014, the Board of Directors approved the purchase of a \$7.6 million dollar, state of the art IFR capable helicopter, a Bell 429. To put this into a financial perspective, HALO-Flight could have purchased 2 more of our workhorse Bell 407 helicopters for this same price; yet, opted to focus on increased service and safety.

The national airspace system was designed to have infrastructure that connects airports to airports. With HALO-Flight’s first step of purchasing a helicopter completed, the next

step needed was to create “highways in the sky” to connect South Texas rural hospital helipads to the hospitals where patients need to be flown. HALO-Flight worked for over two years with a contractor and the FAA to develop 19 departures and approaches to connect places like Alice, Beeville, and Kingsville with CHRISTUS Spohn Hospital - Shoreline, Driscoll Children’s Hospital, hospitals in Laredo, and the burn center and other critical care medical centers in San Antonio.

The final step in the process of bringing an IFR capability to South Texans and HALO-Flight’s service area was pilot training and FAA approval. Two of HALO-Flight’s most experienced pilots became FAA approved Check Airman. Over several months, and many hours of flight time, they trained the rest of the Bell 429 qualified pilot staff.

The value of this investment, including aircraft expense and time-intensive training, is simple: additional lives in South Texas saved when life and limb-threatening accidents occur. In years past, we were unable to complete an increasing number of missions due to compromising weather conditions that could have resulted in aircraft accident loss of life for patients and crew.

At HALO-Flight, we are proud and confident in the time, outlay, and training, which are strategic investments for the safety of our South Texas communities. As a whole, they have and will continue to make a positive impact in the lives of all patients for years to come.



HALO-Flight EMS Training Academy

**Training
Tomorrow's
First Responders
Today**

**Student enrollment
represents eight
South Texas counties,
the Rio Grande Valley
and San Antonio areas**

Year after year, HALO-Flight engages in community outreach on multiple fronts with a focus on elevating the healthcare environment of South Texas. One part of that outreach education is the HALO-Flight EMS Training Academy. Since 2011, the Training Academy, licensed by the Texas Department of State Health Services (TDSHS), has bolstered 186 aspiring emergency medical professionals by launching them through an experiential coordination and instruction of the required educational and practicum based curriculum.

In the summer of 2016, a new chapter in this mission of first responder education began with the partnership forged between our Training Academy and Coastal Bend College. The partnership affords students a new location designed to make the training experience more accessible with classrooms on the campus of Coastal Bend College, Alice Campus.

Far and above what is expected, but in keeping with HALO-Flight's standard of best practices, the goals and objectives for the Training Academy are dynamic, and ever-changing to meet the accelerating needs of the South Texas EMS community. HALO-Flight's EMS Training Academy offerings include EMR, EMT and Advanced EMT levels of TDSHS EMS certification training, continuing education, and EMS skills proficiency testing; also providing specialized courses, such as 12-Lead ECG, Advanced Airway, IV therapy, AHA BLS (CPR), and ASHI First Aid.



Photo courtesy of Courtney Sacco/Corpus Christi Caller-Times





Launch of HALO-Flight EMS Training Academy at Coastal Bend College, Alice Campus



Extending the Mission with Community Education



HALO-Flight recognizes the need to bring tailored education to rural EMS providers in South Texas. Many of our EMS partners do not have the resources or staffing to host classes of their own or the ability to send employees to training away from their jurisdictions.

With an understanding of both the gap in educational opportunities for some of these rural responders and the commitment to quality patient care across the continuum for our patients, HALO-Flight provides high-quality, emergency medical education free of charge, including Texas Department of State Health Services Continuing Education Hours.

In 2016, HALO-Flight began hosting the bi-annual "HALO-Flight Education Night"

at various locations across our region. This endeavor has been successfully bringing EMS providers, nurses, physicians, and respiratory therapists together for vital, cutting-edge medical education provided by content-experts, including physicians, nurses, and paramedics.

HALO-Flight's Outreach Education Department conducts over 50 classes and events annually, reaching well over 1,000 healthcare providers, students, firefighters, law enforcement officers, and civilians with instrumental education and training. Over 50% of the education initiatives target other first responder organizations and nearly 30% focus on healthcare delivery facilities, like hospitals and emergency personnel responding to the scene of a transport. The balance of outreach education targets

educational institutions, such as colleges and schools. Annually, the HALO-Flight team interacts with South Texans in their communities by participating in health fairs and career days while promoting the healthcare profession to young people through education and training.

Some of the education includes 12-Lead ECG, Landing Zone Safety, Acute Stroke/CVA, CPR, ACLS, PALS, Air-Medical Careers, IV Therapy, and intraosseous access and infusion. Without the extraordinary outreach representative of HALO-Flight's mission and its people, this education would not be possible or available for our allied professionals who in turn save lives in our region every day.



HALO-Flight Leadership

BOARD OF DIRECTORS OFFICERS

Darrell H. Nordeen, *President*
Gary Jones, *Vice President*
Jay Koska, M.D., Ph.D., *Secretary/Treasurer*

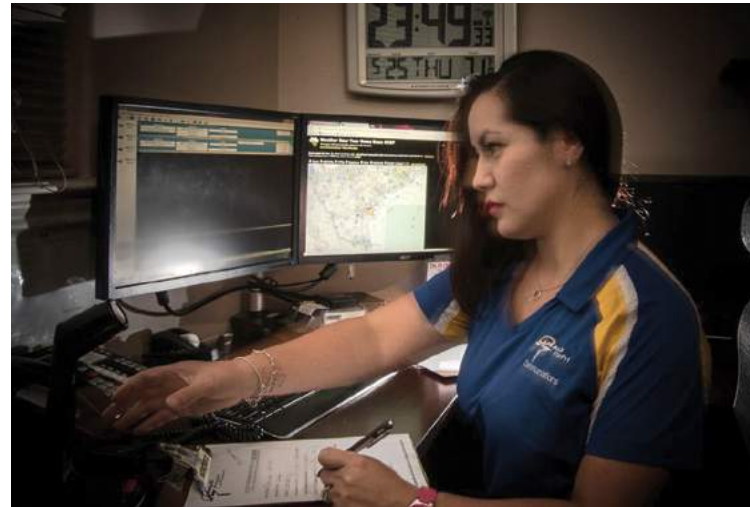
MEMBERS

David Ainsworth, Sr.
Bill Colston, Jr.
Larry Hale
Jose Pereida
Honorable Richard S. Schmidt
Michael Simmons, M.D.
Benna Timperlake
Larry Webb
Eddie Yaklin
Lynn Yaklin

MANAGEMENT TEAM

Tom Klassen, *Executive Director*

Randy Endsley, RN, *Chief Medical Officer*
Wendy Greer, *EMS Training Academy Coordinator*
Jane Dare Haas, *Marketing Director*
Angela Hanley, *Chief Financial Officer*
Ryan Kelley, *Education Director*
Rickey McLester, *Communications Director*
Mark Ritter, *Chief Pilot*
Brian Schultz, *Development Director*
Vince Vincent, *Maintenance Director*



Donors Make the Difference

Thirty years of life-saving service as a non-profit organization would not be possible if not for the generous support of South Texans. Individuals and families, businesses, organizations, and foundations have and continue to give generously to fundraising events and campaigns as partners of HALO-Flight.

Annually, three premiere fundraising events are hosted in support of HALO-Flight, made possible by sustained funding from **Riviera Telephone Company, Flint Hills Resources**, and **CITGO**. Raising more than \$287,000 this past year for the Mission of HALO-Flight, this core of corporate sponsors has also helped to spur on new supporters to our circle of partners by way of their philanthropic example.

In addition to our presenting event sponsors, vital support has come from **Bay, Ltd., CHRISTUS Spohn Health System, Coastal Drilling Company, Corpus Christi Harley-Davidson, Crystal & Company, DeBusk Services, Driscoll Children's Hospital, HydroChem, Industrial Fabricators, Intermedix, KOCH Pipeline, NuStar, Ohmstede, Rabalais I & E Constructors, Repcon, Safety Eyes of America, Weeks Environmental**, and **Zachry Industrial**, among other generous businesses.

Notables within our charitable foundation partners are the **Ed Rachal Foundation**, the **Robert J. Kleberg, Jr. and Helen C. Kleberg Foundation**, and **The John**

G. & Marie Stella Kenedy Memorial Foundation, whose support if further explored on the following page. Additionally, we are thankful for the continued commitment of funds from counties and cities of our South Texas region, many making contributions since the 1987 launch of HALO-Flight.

And of equal importance to the sustaining philanthropic support of HALO-Flight by our business, foundation, and organization partners, are the gifts of our individual community members. Individuals and families generously give of their personal funds as an investment in safety and security for all their South Texas neighbors. We are grateful for all of our financial supporters.

While HALO-Flight is a strong organization with three bases of operation and four air ambulance helicopters, the work of our HALO-Flight family in achieving and sustaining a standard of excellence in the safety and welfare of our patients



is only possible with the support of our benevolent donors. When challenges are presented to life-saving missions across our 28,000 square mile territory, our team and donors step up to the plate.

With the giving support of South Texans, HALO-Flight will continue to secure modern aircraft and equipment, and specialized on-board medical equipment, and training programs for staff and community-based first responders – and all designed to accomplish the emergency assistance and medical transport Mission of HALO-Flight.

Patients and their stories of being cared for by HALO-Flight inspire staff and volunteers to work every day to make sure that HALO-Flight is in a constant and consistent ready-state. Join us, and ensure HALO-Flight is there for you, when needed and where needed, not only for the next 30 years, but for your grandchildren's children. The task may appear daunting, but we know the biggest challenges are achieved with the help of many hands, hearts, and contributions.

For a listing of HALO-Flight supporters, go to www.haloflight.org/special-thanks-to-donors/.

*South Texan support
keeps HALO-Flight
always ready*



Foundation Partners Ensure Quality Care

Support for the life-saving Mission of HALO-Flight comes in from all the corners of South Texas, including our philanthropic foundation partners. Donors like the **Ed Rachel Foundation**, who contributed generously towards the installation of ballistic windshields in the aircraft to further protect patients and staff from unexpected airborne obstructions, like birds.

"In 2012, my partner and I were flying the Bell 407 and we had just picked up a patient with head and eye injuries and were flying the patient to the Trauma Center in Corpus Christi" explains Randy Endsley, HALO-Flight Chief Medical Officer.

"It was very dark, probably about midnight. We were just about to cross Corpus Christi International Airport, we were at about 1,200 feet when suddenly, I hear a loud boom and a rush of air into the cabin. Instinctively, the pilot veered left because a bird had directly hit the windshield in front of him. The pilot said very calmly that we just lost our windshield and needed to land."

"When I look back at that moment, I remember there was a bit of cross-wind that night. If conditions had been different, the bird strike could have been much worse. It was a harrowing experience and I am thankful for the newly installed bird resistant windshields."

Likewise, the **Robert J. Kleberg, Jr. and Helen C. Kleberg Foundation** gave generously for state-of-the-art video laryngoscopes medical equipment vital to prompt and successful patient intubation procedures. This tool gives the medical crew enhanced technology to more accurately place endotracheal tubes in patients, and has increased "first pass" efforts into the high 95th percentile.

And a gift from **The John G. & Marie Stella Kenedy Memorial Foundation** was invested in helicopter work stands, a valuable safety tool for the HALO-Flight Maintenance Team.

Foundation partners like these help ensure an ongoing HALO-Flight legacy of accident-free air ambulance service to South Texans.

Every flight is staffed with a critical-care Registered Nurse, and a critical-care Paramedic

Licensed by the Texas Department of State Health Services for care to both adults and children

Patient transfers within South Texas are from local hospital to hospital as well as to San Antonio, Houston, Austin, and the Rio Grande Valley

All medical flight crews are trained in Flight Physiology, Advanced Cardiac Life Support, Advanced Trauma Support, Neonatal Advanced Life Support and Pediatric Advanced Life Support





5th Annual Sky High Rollers Casino Night

February 24, 2018 | L&F Distributors Breezeway |
8761 Hwy 44 | Corpus Christi, TX 78406

Riviera Telephone Company proudly presents Casino Night, bringing a host of community and business people together. The event will feature a Texas Chic Theme with Texas Cuisine, Texas Music and Texas Beverages. Just Like Vegas will dazzle guests with a modern compliment of casino gaming from tables of Texas Hold 'Em Poker to Blackjack, Let It Ride, Double Roulette, Craps, Money Wheel, Ultimate Texas, and Casino War.

**Generous
sponsorship
of events and
community support
are vital to the
Mission of
HALO-Flight
-
Thank you**



11th Annual Luther Young Una Caja Dove Shoot

Fall Bird Season

Legacy Leadership Sponsor Riviera Telephone Company proudly presents the Luther Young Una Caja Dove Shoot, where teams of five vie for honors with .410 guns and a single box (una caja) of shells. The day is complete with exclusive hunters' gifts, a lively Calcutta, fabulous silent auction and delicious South Texas cuisine at the day-long event. Award winners carry home the honors. Teams are limited to the first 25 paid entries.



27th Annual Flights of Angels Golf Tournament

Monday, May 7, 2018 | NorthShore Country Club | 801 Broadway Blvd. | Portland, TX 78374

Flint Hills Resources proudly presents Flights of Angels at NorthShore Country Club in 2018. NorthShore's championship links style course features golfing along the shores of Corpus Christi Bay, and an elegant clubhouse overlooking the course for our guests. The Course Cuisine Competition offers golfers delectable delights both during play and between the two flights.



HALO-Flight Guardian Subscription Plan

Without the generous support of businesses and individuals across South Texas, the Mission of HALO-Flight might not have been sustained for its first three decades. The Guardian Subscription Plan is one way HALO-Flight can say thank you for this invaluable support, by giving back to the community that supports us.

The Plan is a membership affiliation program providing debit forgiveness for members who are flown to emergent care by HALO-Flight. Individual Guardian Plans cost \$35 a year, covering all members of the family residing at the same address. Secure online enrollment is fast and easy at www.haloflight.org/guardian-plan.

Businesses and organizations can also give their employees peace of mind knowing that the Guardian Subscription Plan provides financial relief following vital HALO-Flight service. Our Membership Team will help setup the best plan structure to fit each organization's size and need.

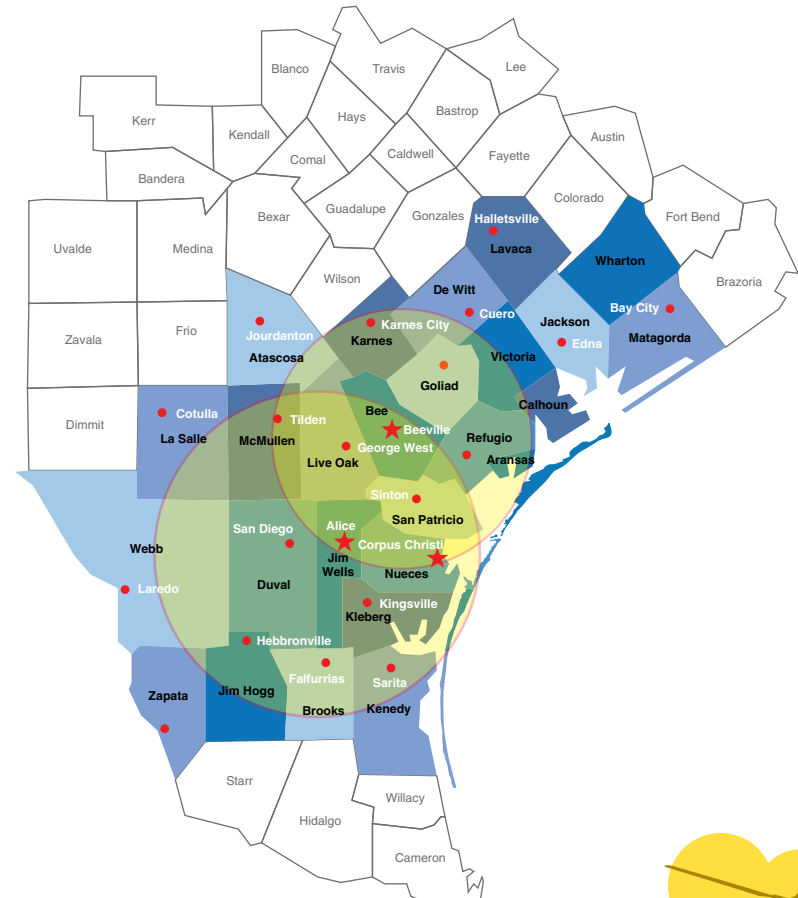
Additionally, a unique HALO-Flight offering is the Guardian Plan for Ranchers and families living in remote areas of South Texas, helping provide the shortest possible route to medical facilities. The Ranch Plan, unlike Individual and Business Plans, offers the Member the opportunity to establish a landing zone on the property. As with Business Plans, Ranch Plans are negotiated directly with the HALO-Flight Membership Team, and are not accessible online. We are available to assist in your enrollment by calling 361.265.0509.

As a benefit, Guardian Plan Members covered by healthcare or other related insurance for the emergency incident, regardless of Guardian Plan type, are charged no out-of-pocket expenses for HALO-Flight transports deemed medically necessary. Insurance payment is accepted as payment-in-full for the emergency flight service. Guardian Plan

Members not covered by insurance will receive a 50% discount on services provided.

The Guardian Subscription Plan is HALO-Flight's give-back to our community. No matter the day, no matter the time, no matter the critical emergency, HALO-Flight is there for all South Texans.

Three strategic emergency air ambulance response bases - Corpus Christi, Alice, and Beeville - serving South Texans in 26 counties



**Guardian Subscription Plan pricing as of January 2018.
Full coverage details provided in signed contract.*



