

## **TURNING DISRUPTION INTO RENEWAL**



Notes from the President & CEO



Think about everything that disrupts our lives just about every day. Traffic. Cancelled appointments. The occasional flat tire. Catching the office cold. These are pretty inconsequential, but they throw off our carefully crafted plans to get through the day.

Now imagine being the parent of a child who was just diagnosed with a serious illness. A boy named Lucas reminded me of what a true life disruption looks like. He talked about how friends and neighbors would visit his house, bringing meals to help lighten his family's burden.

That's what serious illnesses – the kind that make kids eligible for a Make-A-Wish® experience – do to peoples' lives. They make day-to-day tasks that were routine just weeks earlier seem like an insurmountable challenge. They introduce fear, doubt and instability.

Lucas realized the true gift of the meals wasn't just a convenient dinner. He looked beyond the surface and saw that the real message was "we're here, we care and we haven't forgotten you." Lucas remembered this when he told Make-A-Wish volunteers his one true wish: to visit people in his community to serve them lunch from food trucks. Food truck owners stepped forward to join Lucas in serving more than 2,500 people – at the hospital where he was treated, at the police department, at his church, at a homeless shelter.

More than anything, Lucas' wish fills me with gratitude for your support. People like you make it possible for seriously ill kids to have meaningful, life-affirming experiences that renew them in the face of a disruption that threatens their very lives.

Thank you for standing by the children we serve.

Best wishes,

David Williams, President & Chief Executive Officer

Make-A-Wish America

is William

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# MICHAEL JORDAN STEPS UP FOR MAKE-A-WISH AGAIN



Michael Jordan's recent \$600,000 gift is his latest show of support for Make-A-Wish kids. This builds on a relationship that includes more than 200 wishes granted, serving since 2008 as our first-ever Chief Wish Ambassador and

raising funds through his Michael Jordan Celebrity Invitational golf tournament. The tournament alone has raised approximately \$100,000 a year since its inception.

Michael made the donation in Charlotte, N.C., where he was granting a series of wishes. He is still popular with wish kids; they consider him a role model and are inspired by his impact on not only sports, but the entire culture.



# An Insider Look at a wish KID'S JOURNEY

bugs the type of kid who played it cafe. The blog post cont

Alex was always the type of kid who played it safe. She wore her seat belt, always looked both ways before crossing the street and did everything she could to stay healthy and safe.

That all changed in one single day when she was diagnosed with a rare inflammatory disease. Today, Alex is a paraplegic – but she is a relentlessly outgoing, active young woman who believes the past year has been the best one of her life. Alex is convinced that Make-A-Wish volunteers and supporters are the reason for her optimism.

Alex, who loves writing, recently shared her story in Wish Nation, the official blog of Make-A-Wish America. You can read about her continuing journey at **wish.org/alexblog**.

The blog post contains an important message for people who make wishes come true:

"In the last year I've been able to look beyond my disease and pain and know that I was given a really special gift, a gift you can't really say thank you for – it's impossible to do so. I've had more happiness than I even know what to do with ... I have learned I can do anything and you'll just have to watch me."



## National Board

## **APPOINTS THREE NEW MEMBERS**

The Make-A-Wish National Board of Directors recently welcomed three new members.

**Dolf Berle** is recognized for reinventing Dave & Buster's since joining the company as president and chief operating officer. In addition to being a nationally known dining and entertainment concept, Dave & Buster's is also a national Make-A-Wish sponsor. Dolf has a long history of turning brand reinvention into financial results. He is also a world-class master's age group decathlete and pole vaulter. He lives in Dallas, where he served for four years on the Make-A-Wish North Texas board.

The Arizona Diamondbacks have strengthened their position as one of Arizona's largest philanthropic entities: **Derrick Hall**, the team's president and CEO, will offer Make-A-Wish the expertise that led to him being named a "Best Boss" in sports. He is a strong advocate for many other charities, and even established the Derrick Hall Pro-State Foundation to help families face the challenge of prostate cancer. Derrick and his wife, Amy, live in Paradise Valley.

Nike executive **Joaquin "Joaque" Hidalgo** has also joined the Make-A-Wish national board. He manages Nike's commercial operations and business in North America, which is Nike's largest business globally and number one contributor to Nike, Inc. profitability. His areas of responsibility include sales, marketing, merchandising, sport categories, retail, finance, strategic planning, operations and human resources. Joaque, who has three children, lives in Portland, Oregon.

Together, Dolf, Derrick and Joaque will bring skills and experience that will help Make-A-Wish establish its strategic direction.

## **BOARD MEMBERS**

AS OF OCT. 1, 2015

**Edward R. "Ned" Allen** – Philanthropist, Retired Hospitality Industry Executive & Entrepreneur

George A. Barrios – Chief Strategy & Financial Officer, World Wrestling Entertainment

Brenda (Yester) Baty – Strategic Initiatives, Lennar Corporation

**Christopher Beard** – Chief Executive Officer & Member of the Board of Directors – Mozilla

**Dolf A. Berle** – President & Chief Operating Officer – Dave & Buster's Inc.

**Peter J. Blatman** – Former Principal, Deloitte Consulting LLP

Carlos F. Catá – Managing Partner, Global CMO Practice -DHR International

**David M. Clark** – Senior Vice President of Human Resources, American Express Company

**John F. Crowley** – (Board Chairman) – President and
Chief Executive Officer, Amicus Therapeutics Inc.

**Jay Emmons** – Vice President, Customer Success [24]7-inc.

**Derrick Hall** – President & Chief Executive Officer – Arizona Diamondbacks

**G.J. Hart** – Executive Chairman, CEO and President – California Pizza Kitchen

Sharlyn C. Heslam – Managing Director and General Counsel -Berkshire Partners LLC

Joaquin Hidalgo - President - Nike North America

**Drew E. Lawton** – Chairman and CEO, New York Life Investment Management, LLC

**Susan Moon** – Vice President, Member & Market Facing Digital Services, Kaiser Permanente

**Spencer A. Neumann** – Executive Vice President and CFO – Walt Disney Parks and Resorts

**Susan Parkes-Cirignano** – Senior Vice President, Marketing & Strategy – Time Inc.

Martine M. Reardon - Chief Marketing Officer, Macy's, Inc.

**Matthew W. Schuyler** – Chief Human Resources Officer, Hilton Worldwide

**Dene B. Stratton, Jr.** – Chief Financial Officer, Metro Goldwyn Mayer Studios Inc.

Carla B. Vernón – VP & Business Unit Director (Healthy Portable Snacks), General Mills, Inc.

**Don Yaeger** – Award-winning Keynote Speaker, Business Leadership Coach, New York Times Best-selling Author and Longtime Associate Editor for Sports Illustrated

# BELIEVE IN THE Magic of Giving

It's the eighth year of a now established annual tradition, the Macy's Believe campaign, based on the New York Sun's famous "Yes, Virginia, there is a Santa Claus" editorial. Now through Dec. 24, Macy's asks Believers of all ages to carry on the tradition of writing letters to Santa to help make wishes come true. For every letter to Santa dropped in the big red letterbox at any Macy's, or sent online at macys.com/believe, Macy's will donate \$1 to Make-A-Wish, up to \$1,000,000.

This year, Macy's introduces the Wish Writer™, an interactive stylus and app that helps kids learn the magic of giving through fun games and daily activities. The end game: Get on Santa's nice list! Find the Wish Writer at your local Macy's or on macys.com. One dollar from each sale benefits Make-A-Wish.

Additionally, celebrate National Believe Day on Friday, Dec. 11. On this special day, Macy's teams up with Make-A-Wish to grant Wishes Across America and invites America to join in the magic of the holiday season.

Since 2003, Macy's, its customers and associates have raised more than \$83 million for Make-A-Wish. Help collect a million reasons to Believe and make a difference in a child's life.





To learn more, visit macys.com/believe or wish. org/believe.

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# WWE® SUPERSTAR JOHN CENA® GRANTS HIS 500TH WISH

When he's not in the ring, WWE Superstar John Cena dedicates his time to helping Make-A-Wish kids. This summer, he granted his 500th wish when he met Rocco, an 8-year-old boy with leukemia. Rocco likes John's "Never Give Up" motto and all the work he does to help people.

John says meeting every child with a life-threatening medical condition through Make-A-Wish is a special event. In 2009, Cena received the Make-A-Wish Chris Greicius Celebrity Award for his dedication to granting wishes. He also serves on the Wish Ambassador Council, which expands our outreach across the world.

"When he was diagnosed, everybody would tell him you have to be strong and you can never give up," Maria Lanzer, Rocco's mom, said. "He was like, 'Wow, mommy, that's what John Cena says.' I'm like, 'See, if a wrestler tells you to never give up, then you can't give up. You have to fight and be strong.""

John granted his first wish in 2004, about two years after his WWE debut. As he soared toward the top of the WWE

world, so did his popularity with Make-A-Wish children. He granted his 300th wish in 2012 and hit 400 in 2014. He was the first celebrity to reach those milestones.

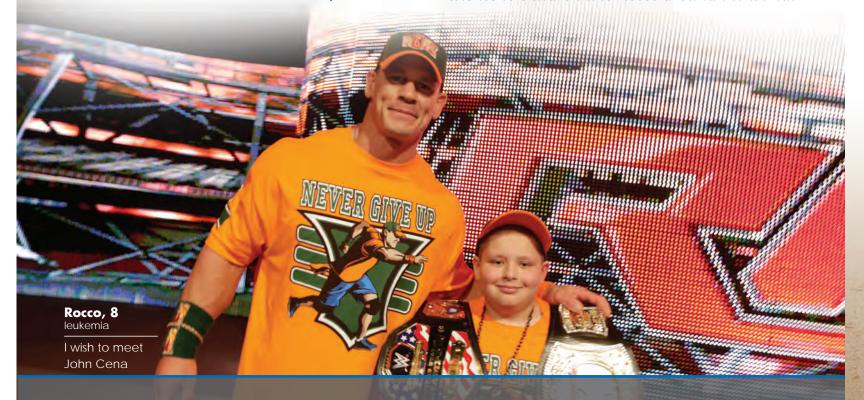
At a recent event celebrating John's accomplishment, WWE chief brand officer Stephanie McMahon announced the sports entertainment company will make a \$1 million commitment to Make-A-Wish.

David Williams, Make-A-Wish president and CEO, said John's time has left a lasting impact on the children he's met.

"He's an entertainer, but he's a fighter," Williams said.
"Ultimately, these kids are fighting, just fighting a different kind of battle. That's what resonates so much with these kids."

"I want them [wish kids] to have an experience that will stay with them forever," John said.

Make-A-Wish thanks WWE Superstar John Cena for his continued dedication to granting wishes to children like Rocco around the world.



"I wanted to meet him because he's strong, he's nice and he's inspirational." - Rocco

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# WISH LETS MOM SHAPE DARKNESS INTO LIGHT

### **PICTURE THIS**

A young boy gets on a 15-hour flight, his excitement growing for the coming days of sightseeing and discovery. He looks out the window and knows he is exactly where he needs to be. He will never forget this moment as his forward momentum across the planet propels him a day ahead in time.

# BUT WHAT DID IT TAKE FOR HIM TO GET HERE?

If one thing is clear in the world of wish granting, it's that change is inevitable. In the case of Lukas and his wish to visit penguins in Australia, the biggest change was his mother Teresa's perspective on what it means for a child to be given a wish.

There is light in Lukas' story, but it doesn't begin with family photos from a time-zone crossing adventure studded by interactions with fascinating animals. It begins with one woman, at odd hours of the day and night, watching over her son as he teeters on the edge of an incapacitating darkness. To his mother, Lukas isn't just the boy holding a stuffed penguin and celebrating with cake; he is also the child whose body revolts against him at every turn, requiring surgery, antibiotics and careful monitoring by a litany of medical professionals.

At the core of Teresa's reluctance to recommend her son for a wish was fear. Lukas was seriously ill, but not terminal! Teresa was under the impression that wishes were only for children who are terminally ill, whereas in reality a wish can be a turning point - one step forward in a long life.

# LUKAS RECIEVES A GIFT OF EMPOWERMENT

Taking part in the realization of a wish is about empowerment for all who are involved in the process, from the mother who puts aside fear and refers her son to the volunteers who facilitate it. What Lukas' mother found in deciding to refer him was that submitting her child's name for a wish wasn't an admission of defeat, but instead a battle cry against uncontrollable forces. She shaped the darkness.







### Watertree Health®

Watertree Health, a provider of free prescription discount cards, will donate 50¢ for every script discounted using a card benefitting Make-A-Wish. Visit watertreehealthcard.com/wish or text WISH to 95577 to request a card or learn more.



#### **Discover®**

When you use your Discover® card to earn Cashback Bonus®, rewards can be redeemed as a donation to Make-A-Wish. Visit discover.com for details.



### **Helzberg Diamonds**

Three dollars from the sale of each Limited Edition I Am Loved® Bear will benefit Make-A-Wish. Visit helzberg.com to find a store near you.



### Nature Made®

Nature Made<sup>®</sup> will make a donation from the sale of each Kids First<sup>®</sup> product through December 31, 2015, with a minimum total donation of \$100,000. To learn more, visit naturemade.com/kidsfirst.



### **Make-A-Wish Products**

Your purchases can help make wishes come true. The Make-A-Wish online store is filled with branded apparel and gifts for holiday shopping. Visit makeawishmarketplace.com.

# A SPECIAL THANK YOU

## **MISSION CHAMPIONS: \$5 MILLION + ANNUALLY**





## WISH CHAMPIONS: \$1 MILLION + ANNUALLY



























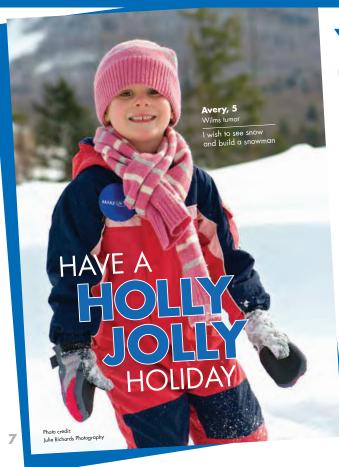
# THE SUBARU SHARE THE LOVE EVENT SHIFTS INTO HIGH GEAR

Over the last seven years, Subaru of America, Inc. has donated more than \$50 million to charity through its annual holiday campaign, the Share the Love Event. Of that, Make-A-Wish has received more than \$6.8 million to grant 880 wishes!

Now in its eighth year, the 2015 Share the Love Event will take place Nov. 19-Jan. 2, 2016. For every new Subaru vehicle sold or leased during the campaign, purchasers can designate a participating charity to receive a \$250 donation from Subaru, up to \$15 million total. The four participating national charities will each receive a minimum donation of \$250,000.

Throughout the Share the Love Event, retailers can host local events with any of the four national charities or a local charity of their choosing. Over the past four years, Make-A-Wish chapters and Subaru retailers have teamed up to host events such as Pack the Outback or Fill the Forester Toy Drives, wish parties, test drive events, paper star sales, and live radio broadcasts. They've also featured wish kids in their national ad campaign!





# YOU CAN SEND CARDS THAT CHANGE LIVES

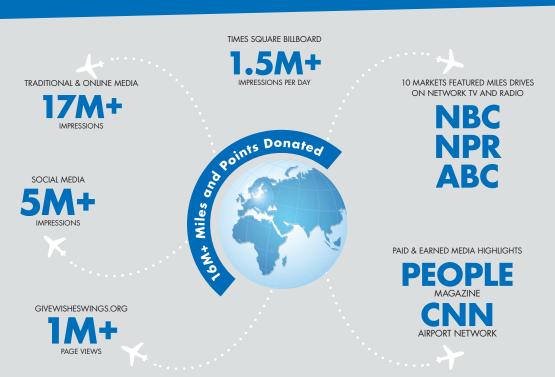
The next holiday card you send could change lives for wish kids and their families. Make-A-Wish offers individuals and businesses the opportunity to purchase customizeable holiday cards while raising money to grant wishes.

You can select from a variety of styles, or choose to customize a card with your family photo or company logo. You can also upload your mailing list, add your own message and select a personalized printed return address for your envelopes.

Those placing an order for a business can take advantage of lower prices, expanded invoicing options and expedited shipping. You can also contact our team by calling (602) 792-3270.

To see the full line of holiday cards and find out more about how to order yours, visit the new **holidaycards.wish.org.** 





Help Make-A-Wish **change lives**. Your support provides mission-critical resources to grant the wishes of children with life-threatening medical conditions and brightens their lives with an experience that will help them persevere.



# LONGTIME DONORS

# FEATURED IN MAKE-A-WISH ADVERTISEMENT



Two of the most enthusiastic donors in Make-A-Wish history recently lent their support in a way they probably never imagined: by appearing in an advertisement that ran in Reader's Digest.

Legacy of Wishes® donors Ned and Suzie Allen were already Make-A-Wish donors when the

tragic loss of their grandson, Chip, devastated their family. They turned their sadness into an opportunity to honor Chip's life. The Allens established the Chip Allen Memorial Endowment Fund, which transformed them from supporting Make-A-Wish kids to being truly committed to them.

Today, the fund provides the resources to grant five wishes every year. As an endowment, this will fund wishes well into the future. And the Allens are committed to growing the fund every year.

When Make-A-Wish started work on the ad, employees at the National Office in Phoenix started brainstorming ideas for stories that would highlight the Make-A-Wish mission while encouraging the magazine's readers to consider leaving a charitable legacy. Nicole Powers, director of planned giving for Make-A-Wish America, had recently visited the Allens and noticed a copy of *Reader's Digest* in their home. She realized the Allens would be the perfect donors to represent Make-A-Wish.

"We wanted readers to see themselves in the ad," said Nicole. "Ned and Suzie have such a heartfelt connection to the children we serve. We hoped that their message would resonate with other subscribers who may have similar interests."

The Allens were, as always, eager to help. They booked a local photographer at their own expense to shoot photos for the ad.

"We believe the ad is a win-win situation," Ned says. "It provides us a means to further perpetuate Chippy's memory and legacy while showcasing all the incredible good that can be achieved by supporting Make-A-Wish."

"We made a conscious decision as a couple to find an organization that we could focus on, even beyond our other philanthropy," Suzie says.

"We support other charities, but we are committed to Make-A-Wish ... and that's how we'll make a difference. We hope others will join us by making their own commitment to Make-A-Wish."



# RECAPTURING CONFIDENCE

Through Modeling

Madi poses, hand tipped coyly on the brim of her hat, smiling into a camera lens that captures a moment free from doubts or uncertainty. Her composure takes many forms though, and in the next instance she has smoothed her smile into a knowing grin as she reclines casually at the wheel of an old fashioned Volkswagen bus. She is a master at conveying genuine emotion to the camera, displaying her resilience in the face of illness.

The years of being a teenager in high school can be a difficult time for anyone, filled with a desire to be normal and to blend in. Now imagine that effort to hold your head high while having to deal with cancer or any other life-threatening medical condition. It's a challenge that even the toughest person would struggle to endure.

Madi's whimsical pictures from her recent modeling portfolio wish show a girl confident in her appearance and ready to face the world. She stands out against sunny, green backdrops and switches her persona from classy professional in one photograph to bohemian flower girl with flowing brunette hair in the next.

Her mother, Farnaz, believes that Madi's wish, "gave her a new and improved sense that cancer had taken away," enabling her "to see herself as beautiful, healthy, and 'normal'." The pictures portray a day of careful styling and tasteful composition that are reflected in Madi's revitalized self-assurance.

Madi's wish to have a modeling portfolio gave her back confidence and the ability to cope with the debilitating, turbulent challenges of cancer. Posing for the photographer and modeling various fashions was more than just an opportunity to create pretty pictures, it was a chance to embrace the power of a single moment and take back control over her physical appearance. Photos are a form of preservation and Madi's various modeling shots are a testament to her desire for lasting meaning.

In the final image from her photoshoot, Madi glows against a simple pink background. She leans in to the camera, inviting us to join her in celebrating this particular snapshot of her life.



# GAMESTOP HITS HIGH SCORE WITH JAHRED'S WISH

Jahred loves being the center of attention and does not want to be defined by his disability.

In true GameStop fashion, the local store helped make his wish come true by decorating and bringing everyone from his family to local cheerleaders to surprise him. The manager and an employee, Matt, added personal touches like cooking stuffed shells and playing a video message from the creator of Jahred's favorite video game.

Two weeks later, Jahred was welcomed by the Dallas GameStop headquarters. Generous employees gave Jahred awesome gifts—from their personal video game collectibles to lightsabers.

Then it was off to the studio, where the staff welcomed Jahred like a VIP with his name in lights.

The producer and director prepped Jahred so he'd be ready for an interview and a commercial for the GameStop Power Up Rewards catalog. The GameStop team helped him deliver his studied lines like a pro. He looked right at home onscreen!

The GameStop community came together to create a spectacular wish that would give Jahred the spotlight.

Of course, the staff let Jahred know that he could keep 13 boxes of goodies and rounded out his incredible day.

A few weeks later, Jahred joined employees at the new Make-A-Wish Arizona Parsons Wish House for a special screening of his commercial. Local media interviewed our celebrity, and his story aired on three networks and in over 4,400 GameStop stores.

Jahred inspires by his determination and an invigorated passion for acting brought to life by the creative individuals at GameStop.

Thank you, GameStop, for helping us make Jahred's wish come true.



# VOLUNTEERS Step Up for Kellan



Volunteers in 3-year-old Kellan's community changed his life: They built a wheelchair-friendly 200-foot path that allows him to get to his family's barn.

Read about it at wish.org/Kellan.





Make-A-Wish Foundation® of America 4742 N. 24th St., Suite 400

Phoenix, AZ 85016-4862

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Sometimes, wish families don't even realize that Dave Tscharner is a volunteer for Make-A-Wish Missouri – they are sure he's a full-time staff member.

That's a perfect reflection of the time and energy he throws into his service as a volunteer wish granter. Since joining the chapter in 2010, he's granted 32 wishes for St. Louis wish kids.

For Dave, every wish is about the wish kid's journey. Every time he signs up to grant another wish, Dave gains a new buddy. He gets to know them and their families as much as he possibly can by following their Caring Bridge pages, keeping in touch with the family after the wish has been completed and staying up-to-date with their health. He wraps gifts for them complete with hand-drawn art.

"He always listens and makes you feel like you and your child are the most important thing in the room. With every kind word and gesture he has truly been a blessing to our family," says Terrah, a wish mom. "He makes a difference in a big way not just by helping to fulfill wishes but by just bringing a smile and fun to every time he meets with you. Even down to playing dolls with my daughter. I will never forget that."

Dave has also inspired others to become wish granters including Jennifer, mother of his wish kid, Trinity. During

her interview, she said she wanted to be a wish granter because of Dave.

After a few years of wish granting, Dave created the St. Louis Young Professional group. During its inaugural year, Dave served as president and represented the group at Make-A-Wish Missouri board meetings. He was honored with several leadership awards and an invitation to throw out the first pitch at a St. Louis Cardinals game.

Since its inception, the St. Louis YPs group has raised over \$50,000 for Make-A-Wish Missouri through trivia nights, networking and community events such as Cookies with Santa.

Dave has also secured donations for Make-A-Wish Missouri. He always inquires about in-kind donations and has saved the organization money in doing so. He has assembled teams to raise money for Walk For Wishes® and has bought tables at several Make-A-Wish trivia night fundraisers. He has also turned his volunteer hours into dollars through his workplace's giving program, raising over \$6,000.

"I'm blessed to now call Dave a friend because of Make-A-Wish," says Andi Malick, chapter volunteer manager. "He inspires me every day to work harder and make every wish perfect."

## YOU CAN HELP GRANT LIFE-CHANGING WISHES WITH YOUR HOLIDAY PURCHASES



Macy's invites believers of all ages to write a letter to Santa from Nov. 6 – Dec. 24 and help make wishes come true. For every letter dropped off at a Macy's store or sent online at macys.com/believe, Macy's will donate \$1 to Make-A-Wish, up to \$1 million. In addition, Macy's will donate \$1 of the purchase price of each Wish Writer™ stylus and app.



### Subaru of America, Inc.

SUBARU. For every purchase or lease of a new Subaru during the Share the Love Event, from Nov. 19 – Jan. 2, Subaru will donate \$250 to your choice of participating charities, including Make-A-Wish.



### Dave & Buster's

From Nov. 23 – Jan. 3, Dave & Buster's will sell wish stars to benefit Make-A-Wish. They will also donate \$1 for each Lotsa Loaded Tots appetizer sold year-round. Visit daveandbusters.com to find a location near you.



GameStop is donating \$50,000 and offering a special Make-A-Wish gift card featuring wish kid artwork this holiday season. To locate a store, visit **gamestop.com**.



## Maggiano's Little Italy®

Maggiano's Little Italy® will donate \$1 for each special menu item year-round. Visit maggianos.com to find a restaurant near you.



## Isagenix®

Isagenix® will donate 50¢ to Make-A-Wish for each box of e+ sold. To learn more about the e+ product, visit isagenix.com.



### Sears Hometown & Outlet Stores

From Nov. 2 – Dec. 31, Sears Hometown & Outlet Stores will invite customers to support Make-A-Wish through the sale of awards cards, donations at the register and exclusive access to Black Friday pricing on Wednesday, Nov. 25 with a donation. Visit searsoutlet.com/d/wishes to learn more.



### Claire's

Claire's will donate \$5 from each special Make-A-Wish ear piercing earring set sold and 25% of the purchase price of specially designated products. To locate a store, visit claires.com.

## **Things Remembered**

Things Remembered will donate \$2 from the purchase of each personalized holiday ornament or snow globe from its Make-A-Wish collection. For more information and locations, visit thingsremembered.com.

### **Black Bear Diner**

Black Bear Diner will sell wish stars throughout December and feature special dessert items, donating \$1 from each sale to Make-A-Wish. For location information, visit blackbeardiner.com.