

# Keeping Comox Valley Families Together



Annual Report  
You Are Not Alone (YANA)  
2014 - 2015

# Our story

While the Williams family was enjoying a ball game their four-year-old daughter, Roberta, became critically ill and had to be airlifted to Children's Hospital in Vancouver. A diagnosis of congenital heart failure with severe complications changed the family's life in an instant.

Sandra Williams stayed in Vancouver with her young daughter for months at a time. Roberta's father stayed behind working and managing a household with three other children, while travelling to Vancouver whenever he could. The financial and emotional costs, during this time, were devastating to the Williams family.

Drawing from their own experiences, and after meeting other families in the same position from all over the province, the Williams family made a commitment to our community. They committed to the ideal that no family should be alone when faced

with leaving their community for medical treatment of a child.

YANA (You Are Not Alone) was founded in 1986. This grass roots organization had its humble beginnings operating out of the Williams' home and helping one family at a time. Sandra, her friends, and her family were determined to realize the vision of keeping families together during their most difficult times.

YANA now operates out of its office on Fitzgerald Avenue in Courtenay's downtown core. We help children and pregnant mothers who reside in School District 71 and who need to travel outside our community for medical care. We provide accommodation and direct funding to help with expenses. To date, this unique non-profit organization has funded thousands of trips for medical treatment in Vancouver, Victoria, Nanaimo and other locations.

Our goal is to ensure our community can access the best medical care for their children and to keep Comox Valley families together during stressful times.

YANA's core belief remains unchanged; when a child is ill the whole family needs care. The Comox Valley has shared that belief for 29 years and continues to support YANA and the families in our community who access our services.

Sandra Williams, founder of YANA, passed away in 2009. She left a legacy of giving, compassion, and caring that has become part of the Comox Valley culture. We are proud to continue her work to ensure

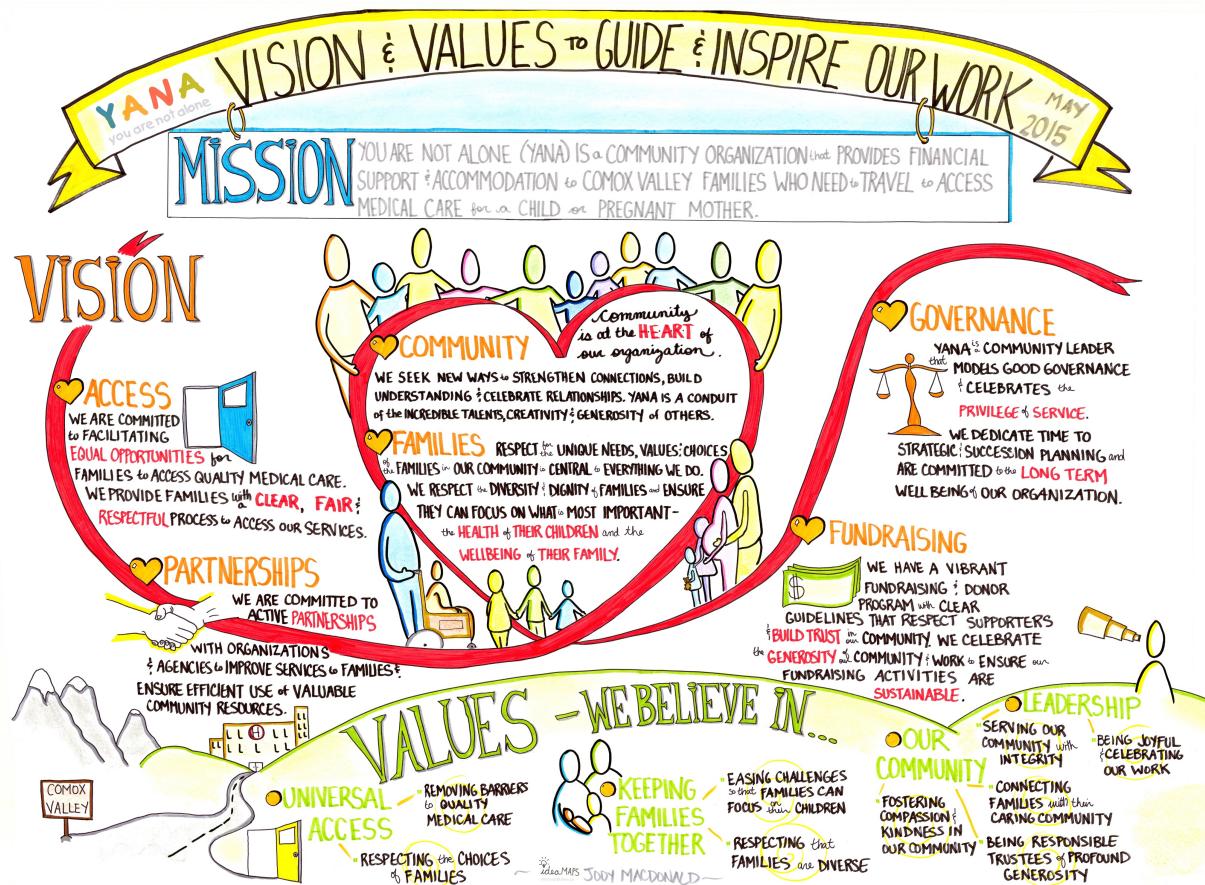
## you are not alone.



"Thank you YANA for your support during these difficult months. You have contributed to my son's recovery in countless ways. I'm so thankful to be part of this amazing community."



# Our vision & values



## Mission

YANA is a community organization that provides financial support and accommodation to Comox Valley families who need to travel to access medical care for a child or pregnant mother.

## Vision

Our vision is focused around six themes:

- Access
- Partnerships
- Community
- Families
- Governance
- Fundraising

## Values

Our values are centred around four themes:

- Universal Access
- Keeping Families Together
- Our Community
- Leadership

"It took 11 years and many frequent trips to Vancouver to receive a diagnosis for our son's extremely rare autoimmune disease. YANA has been with us since the start and has helped with everything. The emotional and financial support has been absolutely huge."

# Our people



YANA directors are elected annually at our fall AGM. Our directors bring a wide variety of experience, expertise and connections. In addition to board volunteers, YANA is fortunate to have strong volunteer support in the community. Many of our events happen thanks to the efforts of skilled and passionate volunteer leaders. We are also fortunate to have a Vancouver-based volunteer to assist with client services and our apartments in Vancouver.

For more information about our current board or how to become involved with YANA, please visit our website.

## **Board of Directors**

President Judy Cryer	Vice President Kelly Rusk
Treasurer Marcel Moose	Secretary Wendy Mayers

Director  
Ron Arksey

Director  
Kate Berg

Director  
Laura Bomback

Director  
Lesley Hunter

Director  
Hugh Mackinnon

Director  
Darlene Nelson

Director  
Bill Parkinson

## **Executive Director**

Marcie Dumais

## **Community Relations Coordinator**

Ocean Varney

“Recently in a very stressful situation you came through in a way that the parent involved found amazing. The immediacy of your response, the personal involvement of your representative and the usefulness of the help was a huge stress relief for the family and for local caregivers. Children need their families close when they are away from home for medical reasons.” ~ Dr. Lupton MD



# President's message

It is an honour to work in my position with our productive, dedicated and fun-loving board, our supportive community and our incredibly brave families. We are proud to be guardians of this community fund and to be able to provide our community's support to families whose children require medical care outside the Comox Valley.

I would like to start by acknowledging two very special people: Marcie Dumais and Ocean Varney.

Marcie, in her role as Executive Director, continues to impress us with her skill and ability to be so compassionate with our client families, to maintain YANA's important position and reputation in our community, to manage not just the office, but the apartments as well, and to do it with a great deal of integrity and love.

Ocean has been a valuable and integral part of YANA in her new role as Community Relations Coordinator. She passionately carries our message into the community. Of particular mention are her attention to social media, her important role assisting organizers of community-led events and her focus on nurturing relationships in the community. We feel fortunate to have Ocean on our team.

It gives me great pleasure to report that we've accomplished some of our keys goals and made progress on some very important priorities. Highlights include:

- Hiring a part-time employee for the Community Relations Coordinator position and setting up the office to accommodate our two part-time employees.
- Reviewing our funding formula for clients and increasing the base amount for trips to Victoria and Nanaimo to align closer with distance of travel.
- Working with St. Joseph's staff to update policies related to our emergency funding program in order to ensure the program is being administered effectively.
- Developing a good working relationship with a family-operated motel in Nanaimo in an effort to provide improved accommodations in Nanaimo and continuing our partnership with Jeneece Place for accommodation in Victoria.
- Continuing to work with Vancouver-based volunteer to ensure our clients have quick, easy access to the apartments and to ensure they are well-kept and maintained.
- Developing information to further support families and using this information to ensure clients have access to all resources available to them.

- Continuing to host high-quality events that exceed our financial, outreach and community spirit goals.
- Developing a succession document for the YANA Ride.
- Developing third-party event policy and procedures.
- Creating targeted materials with our new logo and fresh photos to ensure a strong visual presence in the community.
- Increasing our use of social media to promote and expand our reach.
- Continuing to optimize use of our website by keeping content relevant and engaging.
- Developing relationships with partners, sponsors, donors and businesses.
- Improving our acknowledgement process to ensure all contributors feel the depth of our gratitude.
- Enhancing volunteer recruitment and management through our partnership with Volunteer Comox Valley.
- Developing vision and values statements to guide our future work and to help with decision making (see page 3).

Thank you for a successful and rewarding year.

Sincerely,



Judy Cryer - YANA President



# Financial health

YANA is funded through donations, events and third party fundraising. In order to continue to support families, YANA needs to raise or receive approximately \$250,000 per year. Almost all of YANA's annual funds are raised within the Comox Valley through the generosity of community members who want to reach out to support local families in their time of need.

\* Data for fiscal year June 1 - May 31

Assets	2015	2014	Liabilities	2015	2014
Current Assets	215,610	161,914	Current Liabilities	6,409	4,614
Property & Equipment	11,961	14,137			
Internal Restricted Funds	250,000	254,920	Net Assets	471,162	426,357
Total Assets	477,571	430,971	Total Liabilities & Net Assets	477,571	430,971
Revenue	2015	2014	Expenses	2015	2014
Donations	168,301	159,470	Advertising & Promotion	2,880	2,486
Fundraising	178,376	146,524	Amortization	4,288	4,157
BC Family Residence Program	7,050	13,600	Family Accommodation	84,793	77,085
Interest	2,349	2,292	Family Funding	80,804	78,858
			Fundraising	60,302	44,690
			Interest & Service Charges	1,357	818
			Office & Miscellaneous	25,442	20,017
			Professional Fees	438	12,767
			Wages & Benefits	50,967	27,267
Total Revenue	356,076	321,886	Total Expenses	311,271	268,145
			Net Annual Revenue	44,805	53,741



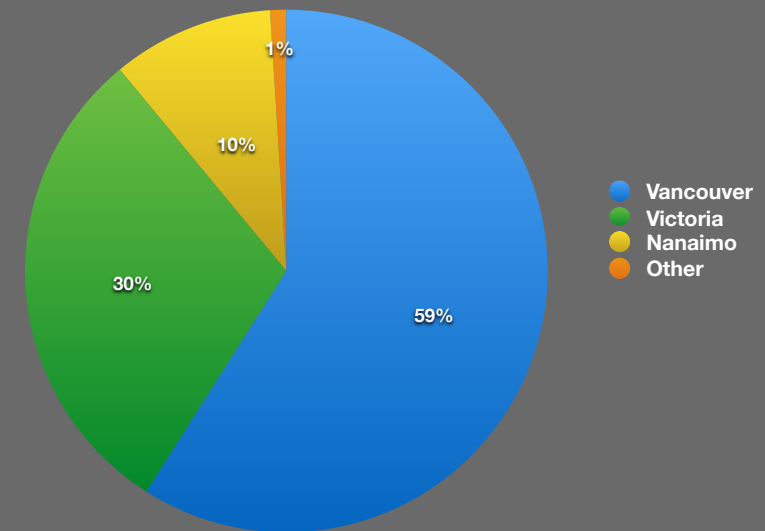
"This community shocks and awes me! YANA is something far beyond special to us. We would feel so alone without their loving help. Instead we feel like we've won a lottery of love and support!"



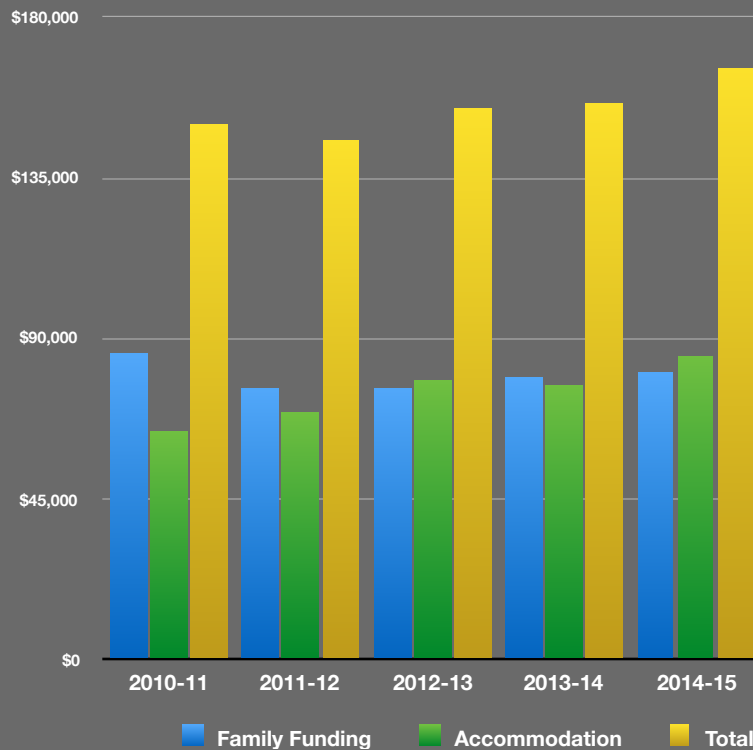
### Program Metrics for 2014-15 with Year-Over-Year Comparison

- 128 families assisted (up 8%)
- 146 children helped (up 9%)
- 358 out-of-town trips funded by YANA (up 16%), totalling \$77,404 in financial assistance (up 2%)
- 34 cash gifts to support ER transports from St. Joseph's Hospital (up 6%)
- 44% annual average occupancy at Vancouver apartments (down 27%)
- \$84,793 directed to accommodation for YANA families (up 10%)

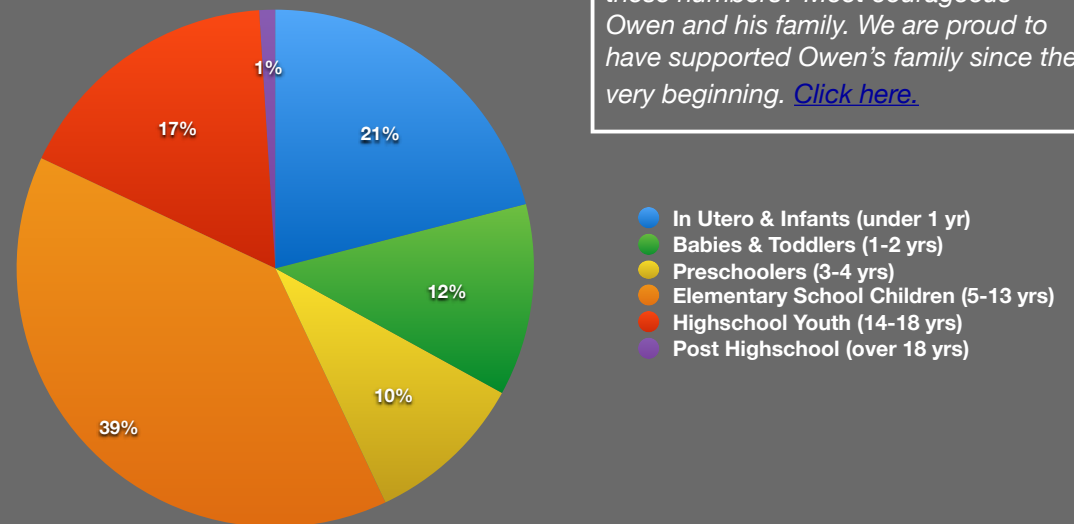
### Treatment Locations for 2014-15 (358 Service Records)



### YANA Family Funding & Accommodation Program 2010 - 2015



### Age of YANA Clients for 2014-15 (146 Children)



More interested in YANA stories than these numbers? Meet courageous Owen and his family. We are proud to have supported Owen's family since the very beginning. [Click here.](#)

"Thank you for your assistance in the birth of our daughter. We have no relatives in BC and your services were fast, smooth and a source of stress relief in a time of overwhelming change and the scary unknown."

# Looking forward



In addition to delivering a high-quality support program for Comox Valley families and leading excellent fundraising events and campaigns, we will work toward achieving the following goals for the next fiscal year:

- Review staff and volunteer workloads and consider capacity in all decision-making in an effort to ensure wellness for our people.
- Review the funding amount provided to families through our emergency funding program and consider increasing to ensure these families are adequately supported during emergency circumstances.
- Continue to pursue partnerships for a special accommodation facility near Nanaimo Regional Hospital.
- Review our accommodation program.
- Design a rack card outlining our services and develop and implement a distribution plan.
- Promote systematic and planned giving options on our website.
- Continue to develop guidelines and processes for volunteers.
- Continue to work on documenting policies and procedures related to operations and board governance.



Thank you to our many supporters and volunteers. We look forward to another year working together to help local families.



**Need to travel for the medical care of a child?**

**We are ready to help.**



**Keeping Comox Valley Families Together**

[yanacomoxvalley.com](http://yanacomoxvalley.com)

## WHO DO WE HELP?

**YANA** is available to all Comox Valley families who need to travel for the medical care of a child under 19 or a pregnant mother.

**YANA** is a low barrier community fund that is quick and easy to access. We have deep respect for the privacy and dignity of the families we serve. Our role is to connect you with community support.

## HOW DO WE HELP?

**FUNDING** | **YANA** funding is available for day trips and longer stays. Funding amounts are based on the location and duration of your medical travel.

**ACCOMMODATION** | **YANA** maintains apartments in Vancouver, and also provides accommodation in Victoria, Nanaimo, and other treatment locations.

**EMERGENCIES** | Families requiring emergency transfer from St. Joseph's Hospital to a medical facility outside our region receive emergency funds and information about **YANA** directly from nursing staff.

**REFERRAL** | **YANA** provides information and refers families to other programs and services.

## HOW DO I GET HELP?

250.871.0343

[info@yanacomoxvalley.com](mailto:info@yanacomoxvalley.com)

495 Fitzgerald Avenue, Courtenay BC, V9N 2R1

**You are not alone.  
Your community is behind you.**

"YANA gave me the ability to concentrate 100% on my son. I didn't have to worry about anything but just being healthy and keeping my son healthy. YANA was a really integral part of our life." - Gabe's Mom



[yanacomoxvalley.com](http://yanacomoxvalley.com)



"One phone call and I was given all the information I needed to access all the resources available to me. With that and the financial support from YANA, it has made our upcoming trip to Children's Hospital a lot less stressful."





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Courtenay, BC V9N 2R1

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